

Information Advice & Support

Guides for Parents and Carers
in North Lincolnshire

2. What do we mean by impartial information, advice and support?



North Lincolnshire

Formerly North Lincolnshire Parent Partnership

**SEN & Disability
Information
Advice &
Support
Service**



**Information,
Advice & Support
Services Network**
for SEND



**NORTH
LINCOLNSHIRE
COUNCIL**

www.northlincs.gov.uk

Introduction

This is one of a series of information resources for parents and carers in North Lincolnshire. They are intended to offer an introduction to parts of the Special Educational Needs and Disability (SEND) Code of Practice and to complement the Department for Education (DfE) Parents' Guide.

Each booklet is available on both the Local Offer website (www.northlincslocaloffer.com/SENDIASS) and the forthcoming Special Educational Needs and Disability Information, Advice and Support Service (SENDIASS) website.

All titles in the series contain hyperlinks to other relevant information and look-ups to words explained in the online glossary. Throughout the booklets

- words included in the glossary are marked in **bold**
- quotes are referenced and presented in *italics*.
- hyperlinks are underlined.

Additional references to other sources of information, advice and support are included at the back of the booklet.

What do we mean by impartial information, advice and support?

This information is about the impartial information, advice and support required by the SEND Code of Practice.

What does the SEND Code of Practice say?

The **Children and Families Act 2014** says local authorities **must** provide information advice and support about special educational needs (SEN), disability, health and social care for children, young people and parents.

The SEND Code of Practice says:

Local authorities must arrange for children with SEN or disabilities for whom they are responsible, and their parents, and young people with SEN or disabilities for whom they are responsible, to be provided with information and advice about matters relating to their SEN or disabilities, including matters relating to health and social care. This must include information, advice and support on the take-up and management of Personal Budgets. In addition, in carrying out their duties under Part 3 of the Children and Families Act 2014, local authorities must have regard to the importance of providing children and their parents and young people with the information and support necessary to participate in decisions. (2.1)

This means that every local authority should provide a service that is free, easy to access and confidential and that can help children, parents and young people take part in decisions that affect their lives.

The **Local Offer** must include information about the sources of information, advice and support for parents, children and young people and how this is resourced.

In North Lincolnshire this service is provided by the Special Educational Needs and Disability Information, Advice and Support Service (SENDIASS). This was formerly known as North Lincolnshire Parent Partnership Service.

What do we mean when we say we are impartial?

The SEND Code of Practice says:

The information, advice and support should be impartial and provided at arm's length from the local authority and Clinical Commissioning Groups. (2.8)

This means that the information, advice and support that we offer are firmly based in the law and the SEND Code of Practice.

We provide impartial information and advice about the local authority's policies and procedures and about the policy and practice in local schools and other settings.

We do not give priority to any particular impairment, disability or special educational need, nor do we campaign for any particular approach to education.

By being impartial we aim to help parents, children and young people have clear, accurate and relevant information that will help them take part in decisions about their lives.

You can find out more information in our Impartiality Policy.

How do you know that we are impartial?

- We treat everyone with respect and as individuals
- The information and advice we provide is based directly on national legislation and guidance
- We do not have a personal interest in the cases in which we are

involved

- We do not take decisions on behalf of parents or young people and do not give directive advice
- We stand fairly and squarely with the legislation and will challenge local policy and practice where it does not reflect national expectations
- We do not act on the behalf of the Local Authority or any school, setting or service.

We really value your opinion about the information, advice and support we offer. We want you to tell us if you think we are not impartial. To help us check that we are impartial we routinely ask those who use our service to say whether they think we have been biased one way or another.

At North Lincolnshire SENDIASS we also follow a national set of *Quality Standards for services providing impartial information, advice and support* developed by the Network of Information, Advice and Support Services. This helps us to monitor the effectiveness of the service we provide and ensure that it is 'at arm's length' from the Local Authority. By this we mean that we act, and are seen to act, separately and impartially, with no undue influence or control from either the local authority or the Clinical Commissioning Group in our area.

What information, advice and support do we offer?

We offer accurate, up to date and impartial resources and information about the law on special educational needs and disability. This covers:

- education, health and social care
- national and local policy
- the Local Offer
- your rights and choices
- your opportunities to participate
- where you can find help and advice
- how you can access this support.

We provide information in many ways, including through our publications, training events and website (forthcoming).

Sometimes information alone is not enough. You may want help to gather information, make sense of it and apply it to your own situation. We offer advice by email, on the telephone, face to face and through work with groups or in training.

We can also offer more intensive support if you need it. This can include helping with letters, attending meetings with you or supporting you in discussions with the local authority, school or other setting.

When we are not able to help we will do our best to tell you about, or put you in touch with, other groups or organisations that can help.

Is the service confidential?

YES!

We will not share your information with anyone unless you tell us we can. The only exception to this would be because we have a specific concern about a child's safety.

You can find our Confidentiality Policy on our website.

We will often work with parents and children or young people together. Sometimes we will work with them separately. When we do this the same confidentiality rules apply.

Where can I find out more?

You can read about impartial information, advice and support in the *SEND Code of Practice* Chapter 2.

The **Local Offer** includes details of North Lincolnshire's arrangements

for providing information, advice and support and independent support: www.northlincslocaloffer.com

You can find a directory of Information, Advice and Support Services in other areas from the **Information, Advice and Support Services Network**

<https://councilfordisabledchildren.org.uk/information-advice-and-support-services-network>

There are also a number of national organisations that provide information and advice about SEND. These include:

Contact a Family

SEN National Advice Service Helpline: 0808 808 3555

www.cafamily.org.uk

Independent Parental Special Education Advice (IPSEA)

General Advice Line: 0800 018 4016

www.ipsea.org.uk

Special Educational Needs & Disability

For further information:

SENDIASS

Hewson House, Brigg
North Lincolnshire, DN20 8XJ

Telephone: 01724 277665
Email: help@nsendiass.org.uk
Web: www.northlincslocaloffer.com/SENDIASS



No English?

For information please call:

08000 193530 (Arabic) للحصول على المزيد من المعلومات اتصل بـ:

তথ্যগুলি বাংলায় জানতে হলে এই নম্বরে ফোন করুন: 08000 193531 (Bengali)

欲知粵語版的資訊，請致電: 08000 193532 (Cantonese)

हिन्दी में जानकारी के लिये 08000 193533 पर फोन करें (Hindi)

بۆ زانیاری به کوردی سۆرانی تەلهفۆن بۆ 08000 193537 بکە. (Kurdish Sorani)

Para mais informação em português contacte-nos através do telefone 08000 193538 (Portuguese)

ਪੰਜਾਬੀ ਵਿਚ ਜਾਣਕਾਰੀ ਲਈ 08000 193539 'ਤੇ ਫੋਨ ਕਰੋ (Punjabi)

“Warbixinta oo af Soomaali ah wac 08000 193540” (Somali)

08000 193541 اردو میں انفارمیشن کے لیے اس ٹیلیفون نمبر پر رابطہ فرمائیں۔ (Urdu)

Nie mówisz po angielsku? Po informacji zadzwoń pod numer 08000 195587 (Polish)

Не знаете английский? Для информации звоните 08000 195586 (Russian)

For information in alternative formats or to request a signer or interpreter to speak to us please contact 01724 296629