

# **Wolverhampton Information, Advice and Support Service**

## **Impartiality Policy**

This policy should be read in conjunction with our Confidentiality Policy and Privacy Policy.

The role of the Wolverhampton Information, Advice and Support Service (IASS) is to ensure children, young people and their parents and carers have access to free confidential and impartial information, advice and support about special educational needs and disability. This is so they can participate in discussions and make informed decisions. This is achieved by working in partnership with them, providing information, services and training, working with relevant agencies, and ensuring they can participate in discussions and make informed decisions about their/their child's needs.

The IASS is jointly commissioned by Wolverhampton Local Authority and Black Country Integrated Care Board and operates at "arm's length" from both. Line management arrangements support impartiality and autonomy. The service is based in the Gem Centre Wolverhampton's child health development centre. It is important that the IASS acts impartially and neutrally to provide information and advice firmly based in the law and the SEND Code of Practice.

The IASS will ensure that children, young people and their parents and carers are clear of the role of the service. The IASS will advise on rights and clarify information and legislation so that families are well informed. The IASS staff will not make decisions on their behalf, nor attend any meetings on their behalf without the young person or parent/carer being present. 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.

We follow a set of national minimum standards for services providing impartial information, advice and support developed by the IASS Network. This helps us to monitor the effectiveness of the service we provide.

To ensure the Impartiality Policy is effective all IASS staff will receive a copy of the policy and understand how the policy is embedded in all aspects of IASS activities. The policy will be reviewed annually and published on the IASS website [www.wolvesiass.org](http://www.wolvesiass.org).

Reviewed March 2026

