



ENHANCING THE LIFE CHANCES OF CHILDREN, YOUNG PEOPLE AND THEIR FAMILIES

ENFIELD PARENT PARTNERSHIP SERVICE [EPPS]

IMPARTIALITY POLICY

[If you are not sure about any of the following policy, please contact us]

Our Parent Partnership Service enables parents of children with Special Educational Needs to become effective partners in their child's education. We provide impartial information and support to parents so informed decisions can be made on behalf of their child.

The guiding document for this policy is 'Parent Partnership Services – increasing parental confidence'. Available at <http://publications.teachernet.gov.uk/eOrderingDownload/DCSF-00959-2007.pdf>

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 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 November 2001

Enfield Parent Partnership Service does not 'speak for' parents but offers support and information which enables parents/carers 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, EPPS maintains impartiality by:

- independent management by Enfield Parents & Children [EPC]
- being a service within the charity EPC, located with other charitable voluntary sector organisations at The Ark in Edmonton. The Ark is a building completely independent of the Local Authority Special Educational Needs department.
- independent appointment of EPPS staff
- the Local Authority does not have access to our database on which client details are stored
- maintaining our own website
- anonymous statistical data is presented to the Local Authority SEN team for monitoring and development purposes.
- a Board of Trustees who have responsibility for maintaining the impartiality of the Parent Partnership Service. It has an independent and elected chairperson. The Board meets regularly.
- a Parent Partnership 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 EPPS staff.
- Monitoring by the Steering Group of questionnaires to clients; complaints to the service; examination of literature and focus groups

We endeavour to reach all parents and to remove access barriers e.g. communication difficulties etc. At all times, the Parent Partnership Service ensures that parents' views are heard and that these views influence service development.

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

If a parent wishes to complain about any procedure related to their child's education or about Enfield Parent Partnership Service, we will provide information about how to complain and to whom. If the complaint is related to the education of their child we will support parents by offering information about Disagreement Resolution the SEND tribunal appeals process or the Ombudsman. We will not act as an advocate for parents or become directly involved in these complaints.

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

Please also see our confidentiality policy at www.enfieldparents.org.uk

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