



--Parent Partnership Service

Impartiality Policy

Statutory Framework

The Special Educational Needs Code of Practice (2001) states that Parent Partnership Services must ensure that parents are provided with:

“accurate, neutral information on their rights, roles and responsibilities within the SEN process and on the wide range of options available, to enable them to make informed decisions”. SEN Code of Practice 2001:26

- 1. Cambridgeshire County Council PPS** is an in-house “arm’s length” statutory service All PPS staff aspire to offer accurate and neutral advice to all service users, this includes parents, practitioners and any other party.

2. PPS policies

- 2.1 The PPS takes the policies of the local authority into account but does not rely on them and adopts its own policies on key issues
- 2.2 The PPS policies reflect the values and principles of the service
- 2.3 The PPS policies reflect the specific role of the PPS eg Confidentiality Policy

- 3. The Parent Partnership Services Practice Guide (Stone 2004.20)** states that a PPS adopts an impartial stance by:

- Reflecting the perspectives and wishes of parents
- Being seen not to have a vested interest in the outcomes of any discussions
- Ensuring that staff and volunteers who attend decision making meetings are clear whether their role is
 - to support or represent an individual family
 - to contribute to discussions on strategic issues
 - to participate in making decisions

4.The PPS will not:

- Take decisions on behalf of a parent or carer

- Give directive advice
- Act on behalf of the Local Authority or other agency

5. The PPS will:

- Ensure there is a well defined relationship between the PPS and the Local Authority that encompasses a clear understanding of the impartiality and arm's length position of the PPS
- Through its best endeavours reflect the views and concerns of parents and parent groups to the local authority and other relevant agencies
- Ensure staff are well trained and able to support the partnership approach when attending meetings with parents and professionals, enabling everyone to have a voice.
- Ensure that parents/ carers and practitioners clearly understand that the role of the PPS is to offer impartial and objective support and information
- Establish that PPS staff do not have any vested interests in the outcome of any decisions taken in relation to an individual child or family.
- Ensure a wide range of literature from both local and national organisations is available to send to parents along with that produced by the PPS.
- Establish links on it's website to a wide range of local and national organisations that offer advise , support and information relating to SEN & Disability.

6. PPS Staff will:

- Inform the PPS manager of any conflict of interest in relation to individual families; parent support groups, schools, nurseries, colleagues or other agencies
- Inform the PPS manager of any personal or voluntary involvement in issues relating to education or SEN that might impact upon their work.

7. Monitoring

- The role of P PS Advisory Group(PAG) is to offer views and advice to inform practice within the PPS and to monitor the effectiveness of the PPS through questions, comments and suggestions.
- The PPS Advisory Group (PAG) has representation from a number of services involved with providing support to parents.
- There are two parent members on the advisory group, one is a standing member from the PPS Parent Liaison and Advisory Network (PLAN)and the other is a rotating member from the same group
- PAG meets once a term to discuss issue relating to the PPS including staffing, new legislation and pressures on the service
- PAG consider and reviews all PPS policies on a bi-annual basis.

- Concerns that are raised are taken by the Manager of the PPS to the Head of Access, the Head of Learning and or the Head of Participation and Youth as appropriate.
- PAG members receive copies of the PPS Annual Report

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