



Warrington SEND, IASS - Arm's Length/Impartiality Policy

The Local Authority:

- Recognises and understands the different perspectives and objectives between the role of Warrington SEND, IASS as part of the Local Authority Children & Young People's Services and the role of Warrington SEND, IASS in empowering and supporting parents.
- Has line management responsibility for the Warrington SEND, IASS Officer offering performance monitoring, supportive strategies and professional management of the Warrington SEND, IASS Officer, but not the management of the service, or service development.
- Has a budget, which is line managed by the Warrington SEND, IASS Officer.
- Has a local steering group for the management of the service or service development.

Warrington SEND, IASS:

- Informs parents at every stage about possible limitations on the role of Warrington SEND, IASS in supporting them because it is part of the Local Authority for example not supporting parents at Special Educational Needs and Tribunal meetings.
- Signposts parents to other agencies as appropriate.
- Takes whatever practical measures it can to address the parent's perception of Warrington SEND, IASS as part of the Local Authority.
- Has its own direct telephone Helpline number with an answerphone so that parents can leave a message when the office is unattended.
- Has a logo for the service that it uses on all leaflets and on written communications.
- Has its own 'house style' for all printed materials, using a different format from the Local Authority's corporate style.