



PARENT PARTNERSHIP SERVICE

Shropshire, Telford & Wrekin

Impartiality Policy

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 that are available for their children's education.'

Parent Partnership Service Shropshire Telford & Wrekin maintains impartiality in the following ways.

Organisation

Parent Partnership Service Shropshire Telford & Wrekin is managed by Telford and Wrekin Council for Voluntary Service.

The Parent Partnership Service Manager is Line Managed by the Project Manager within Telford and Wrekin Council for Voluntary Service. Telford and Wrekin Council for Voluntary Service is responsible for the policies and procedures which govern the operation of Parent Partnership Service.

Parent Partnership Service produces an Annual Report on its Service and Financial activities.

Funding

Parent Partnership Service receives funding from Shropshire Council and Telford & Wrekin Council who have a duty to ensure that there is an effective Parent Partnership Service in their areas.

It also receives funding on other occasions from other external sources to enable it to run projects that are consistent with its aims and values.

Staff roles and responsibilities (Officers, Support Worker, Forum Co-ordinators and Independent Parental Supporters)

Parent Partnership staff work to empower parents to take an active and informed role in their child's education.

They will:

- provide impartial and objective information and guidance
- maintain a professional relationship with the families that they support

- make it clear that any actions that they take are in agreement with the parent, and that they do not have any personal or wider interest in any decisions that are made
- inform the Parent Partnership Manager of any conflict of interest in relation to individual families, parent groups, education settings or other agencies
- inform the Parent Partnership Manager of any personal or voluntary involvement relating to education or disability if this is likely to affect their work

They will not:

- take decisions on behalf of the parent
- give directive advice
- act on behalf of the Local Authority, educational setting or other agency

Service Standards

- The relationship between Parent Partnership Service and the funding Local Authorities is well-defined and includes reference to the impartiality and independence of the Parent Partnership Service
- Parent Partnership Service aims to accurately reflect the views of individual parents and of parent groups to the Local Authorities and to other agencies
- Parent Partnership Service will provide staff with accurate and appropriate information to enable them to carry out their role
- Parent Partnership Service will ensure that all staff have appropriate training in effectively supporting parents at meetings and in discussions with other professionals
- Parent Partnership Service will support staff in their dealings with parents, professionals and practitioners to ensure that they are able to act in an impartial and independent manner

Location

Parent Partnership Service occupies its own offices provided by Telford and Wrekin Council for Voluntary Service.

Image and Identity

Parent Partnership Service has its own image and identity and produces its own information.

*Parent Partnership Service/Impartiality Policy
Review Date/October 2010*