

What do we mean by impartial information, advice and support?



Every local authority should provide a service that is confidential, free, easy to access and can help children, parents and young people take part in decisions that affect their lives.

Reading IASS for SEND provides that service for Brighter Futures for Children.

Our service is impartial. This means we will not tell you what to do. We will not take sides and we treat people fairly and equally.

We will give you the information and support you need to make your own choices.

By being impartial we try to help parents, children and young people have clear, accurate and relevant information that will help them take part in decisions about their lives.

How do we know that we are impartial?

Everyone has opinions about most things so it can be very easy to be biased, sometimes without even knowing it! That is why your opinion about the information, advice and support we offer is important to us. We want you to tell us if you think we are not impartial.



At Reading IASS for SEND we follow a national set of Minimum Standards developed by the Network of Information, Advice and Support Services.

This helps us to make sure that we are “at arm’s length” from the local authority.

We ask people who use our service to tell us what they think about the information, advice and support we gave them, and we publish an Annual Report.

What information, advice and support do we offer?

You can come to us if you want some help with getting the right kind of:

- Support at school, college or training



- Health services
- Care and support

We can help you in lots of ways, like:

- Help at meetings or to talk to the school or local authority
- Help to understand paperwork or things that might be happening
- Help to know what other services might be able to support you – we call this signposting.

Is the service confidential?



YES!! Our meetings will be private. We will only tell people what we talk about if you say it is ok, but we do need tell someone if we think you are in danger of being hurt.