



**Cumbria SEND
Information, Advice & Support Service**



Offering impartial information, advice and support to children and young people with special educational needs and or disabilities and their parents & carers.

Code of Conduct for Cumbria SEND IAS Service Staff

The main focus for Cumbria SEND IAS Service staff are children and young people with special educational needs and or disabilities and their parents and carers.

We listen to their concerns; provide them with accurate, impartial information on their rights, roles and responsibilities regarding special educational and additional needs and support their informed decisions.

Cumbria SEND IAS Service responds directly to requests from children, young people and their parents or carer because experience has taught us, that working in this way is more acceptable and empowering to them.

We will promote positive partnership working between all parties.

We will provide children, young people and their parents or carers with up to date, impartial, accurate and accessible special educational needs and disability information and support them in a timely and appropriate manner.

- We will listen carefully to service users' concerns regarding any additional needs and have a non-judgemental, positive regard to all.
- Confidentiality of information received from service users is of paramount importance to all Cumbria SEND IAS Service staff.
- All requests from service users regarding privacy or confidentiality issues will be respected.
- Cumbria SEND IAS Service staff will not act in isolation "on behalf" of service users, nor will they make decisions for them.
- We will encourage service users to become effective partners in their own or their child's education, by providing impartial, accurate information – which should enable more service users to make better-informed decisions.
- We will help service users to prepare for meetings with other people and practically support them at the meetings, in an appropriate and impartial manner.
- We will always tell service users about other voluntary and charitable organisations, which may also be able to help them.
- We will encourage service users to participate in the planning, development and monitoring of all local services that should be available to support them or their child and family needs.
- With their permission, we will make sure those service users views are shared, with Children's Services colleagues, where appropriate and used to influence Local Authority SEND policy and procedure.