



Amaze Impartiality Policy

Amaze aims to provide an impartial service to all parent carers and others who use our services. To this end we endeavour:

- To give fair representation to the views of all parents
- To offer impartial information and advice
- To ensure that information we give about the services, policies and responsibilities of other bodies is accurate and unbiased.

Governance and funding

Amaze is an independent charity run by a management committee of trustees of whom a majority are parent carers. Amaze has funding from a variety of sources including local government and health services. A significant part of Amaze's funding is through a service level agreement with Brighton and Hove Children and Young People's Trust (CYPT) to provide information, advice and support to parent carers, including the parent partnership service for the city and the register of disabled children. Representatives of Brighton and Hove Children and Young People's Trust sit on the Amaze management committee as observers. Amaze reports to our funders according to the terms of funding agreements but remains independent and separate in operation and governance.

Partnership

Amaze works in partnership with other organisations that provide services to parent carers including the CYPT. Amaze aims to help parents and services communicate well and work together to promote the best interests of children with special needs. Amaze works to ensure services hear and take account of the voice of parents both individually and collectively. Amaze works to help parents understand and work with services and professionals. Where a parent wishes to exercise their right to complain or appeal, Amaze will offer the information and support they need to enable them to do so.

Information sharing

All information parents share with Amaze is treated as confidential as outlined in the Amaze Confidentiality Policy. Amaze will only share information about individuals with other services with a parent's express permission unless this is overridden by a child protection issue. Amaze does not have access to records about children and families held by other services such as the CYPT, nor do they have access to Amaze's records. Data about families who use Amaze or are registered on the Compass will be shared anonymously and only in such a way that there is no risk that information about an individual child or parent could be deduced from the data given.



Information and advice

The aim of Amaze's information and advice services is to help parents make informed decisions, take advantage of services and rights for themselves and their children and to promote equality and inclusion in its widest sense for disabled children. Amaze will not try to influence individual parents in their choices and decisions. We will make sure parents are made aware of their options and the implications of their choices. Amaze will support a parent to follow through their chosen course of action. The only exception would be where a course of action risks significant harm to a child; in this situation we would inform the parent of our concern and endeavour to keep working with them.

Parent involvement and representation

Amaze serves parents from all parts of the community and we work to ensure our services are accessible to all. This enables us to draw on the views and experiences of a wide range of parents and be as representative as possible when speaking on behalf of parent carers as a group or supporting parents to be part of strategic or consultative groups. We aim to represent the range of views held by parents. We make all possible use of "neutral" sources of information such as the Compass. We will be open and transparent about how parents take on roles as representatives or in consultations. We will monitor whether our users, and in particular parents who take on roles representing other parents through Amaze, reflect the wider community of parents. And we will work to improve this if necessary.

Staff and volunteer training

All Amaze staff and volunteers are given guidance and training about impartiality and confidentiality. Staff and volunteers are encouraged to reflect on their own views and experiences and how to ensure these never impair their ability to give impartial advice and support to parents.