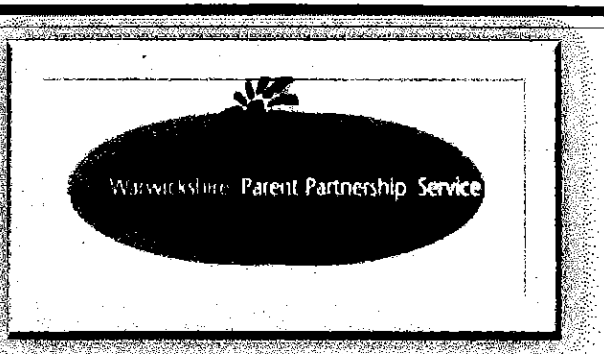

Warwickshire Parent Partnership Service

Who are we and what do we do?

Warwickshire PPS is managed by Family Action, a national charity that provides support for disadvantaged families. The PPS is a statutory service, commissioned by Warwickshire Local Authority.

The aim of parent partnership services is to ensure that parents of children with additional needs have access to information, advice and guidance in relation to the special educational needs of their children so that they can make appropriate, informed decisions.

The PPS offers parents and carers a range of flexible services including:

- Access to accurate and impartial information
- Individual support (by telephone or home visits)
- Support in preparing for and attending meetings
- Support for the Common Assessment Framework (CAF) process
- Help with writing letters and reports and completing forms relating to their child's education
- Support to enable parents to work in partnership with schools, local authorities and other agencies
- Signposting to relevant organisations and agencies
- Workshops and information sessions on issues relating to educational procedures and particular areas of special needs

The PPS does not:

- Make decisions for parents and carers or tell them what to do
- Discuss the parent, carer or child with other people without permission (unless there is a serious concern that the parent, carer or child may be at risk)
- Provide parenting support for issues within the home

The service is staffed by:

Sue Robus – Manager and Caseworker for Rugby and Central Area (full-time)

Dawn Lamont – Caseworker for Nuneaton, Bedworth and North Warks (0.6 fte)

Wendy Griffin – Caseworker for Central and South Warwickshire (0.6 fte)

Dawn Rowley – Support Caseworker (0.7 fte)

The service operates during term time.

Referring a parent or carer to the PPS

Most parents and carers refer themselves to the service but we are happy to take referrals from schools, local authorities and fellow professionals provided that permission has been given.

The service is free and is available to:

- Parents and carers of children who live in Warwickshire or attend school there
- Parents and carers of children who have special educational needs, a disability, additional needs or who may have additional needs

The service can be contacted by calling the referral line on **024 7636 6054**. The line is staffed from 9.30am to 2.30pm on Monday to Friday. An answerphone service is available at all other times. A member of staff will follow up messages left on the answerphone on the next working day.

The referral details will then be passed on to the relevant PPS caseworker who will try to contact the parent or carer as soon as possible. We try to make contact within two working days but heavy caseloads and difficulties in contacting parents may mean that this is not always possible.

If the parent or carer does not meet the criteria for referral, we will, wherever possible, signpost them on to a more appropriate service.

Please note that all referrals should be made via the referral line and not directly to a caseworker. This is to ensure that referrals are appropriate and evenly distributed according to staff workload.

The referral line can also be used for general enquiries by parents and professionals. For example to request:

- Information on support groups
- General information on SEN procedures
- Information on particular areas of special needs

Why we might contact you

The PPS will only contact a school if they have parents' permission to do so and will only pass on information with parents' agreement.

Caseworkers might contact your school to:

Check information they have been given by a parent
Request information that will help support the parent more effectively
Arrange a meeting to discuss a particular issue
Let you know that a parent has asked them to attend a meeting
Pass on information which the parent wishes you to have

Caseworkers can be contacted by phone or email (see details at the end of this leaflet).

What do we do at meetings?

PPS staff spend much of their time supporting parents at meetings. We aim to support the parent to take an active and informed part. Our role is to talk things through with parents before and after a meeting and ensure they feel happy with the way things have gone. Much of our time is spent working 'in the background' to try and pave the way for a constructive meeting. Although we help parents think things through, our role is not to influence the decisions they make about their child's education. In meetings we aim to:

Support the parent to help them express their concerns clearly and calmly

- Enable discussions to take place in a calm, positive atmosphere
- Ensure that the parent understands the purpose of the meeting and the role of everyone there
- Ensure that the parent understands terminology or jargon
- Remind parents about matters we know they wanted to discuss but have forgotten to do so
- Ensure parents have a clear picture of their child's support and progress
- Clarify any decisions made or actions planned so that the parent is clear about any outcomes

We may take notes at a meeting but these are for our own benefit or to share with the parent, so that there is a reminder of what was discussed. If parents agree, a copy can be provided to the school on request.

Please be aware that the service is non-adversarial in nature and our aim is always to promote positive working relationships between parents and those involved in their child's education.

What else can we do?

As far as possible the PPS will try to respond flexibly to the needs of the parents and carers we support. We can also:

- Support parents in negotiations with the local authority with regard to
- decisions relating to statutory assessment and statements
- Provide support at mediation meetings
- Provide advice and mediation for parents preparing for SEND tribunals
- Support parents at multi-agency meetings
- Support parents through the CAF process
- Provide advice around admissions and exclusions
- Provide advice and support for transition to secondary school
- Support parents in accessing services from other agencies

How do we work with schools?

The PPS is keen to build upon positive relationships already developed with many schools. We are happy to work with you in any of the following ways:

- Offering support to parents who you feel would benefit from the service
- Offering involvement in CAF meetings, if appropriate
- Providing information about SEN events for school newsletters
- Offering support for parents who might be difficult to engage
- Offering practical support for schools wishing to set up parent groups
- Providing drop-in advice sessions for parents of children with SEN
- Attending SEN Information sessions for new parents at the beginning of the school year
- Providing information about the service for Parents Evenings

If you have any other suggestions for how the service might be able to work with you, please do get in touch.

Contact Details

Warwickshire Parent Partnership Service

Canterbury House, Exhall Grange Campus, Easter Way,

Ash Green, Coventry CV7 9HP

Tel: 024 7636 6054

Email: wpps@family-action.org.uk

Sue Robus, Manager

Email: sue.robus@family-action.org.uk

Dawn Lamont

Caseworker – Email: dawn.lamont@family-action.org.uk

Wendy Griffin

Caseworker – Email: wendy.griffin@family-action.org.uk

Dawn Rowley

Support Caseworker – Email: dawn.rowley@family-action.org.uk