

An IPS who has been trained and asked to support a family by SEND Information, Advice and Support Service will be identifiable by their Stoke-on-Trent City Council ID Badge.

All have had training on SEN processes and procedures and hold a valid DBS certificate. They embrace our approach to supporting parents and schools.

**SEND Information, Advice and Support Service  
(SENDIASS)  
The Mount Education Support Centre  
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Stoke on Trent  
ST4 7JU**

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Updated: July 2017



## **Information Advice and Support**

# **The Role of the Independent Parental Supporter (IPS) - Information for Schools**

The SEND Information, Advice and Support Service aims to help parents and schools to build open and positive relationships for the benefit of the children.





**This leaflets aims to explain why parents invite SEND Information, Advice and Support Service staff or volunteers to come into school, and the IPS role at meetings.**

One of the ways an IPS will help a parent is by going with them to meetings at school. The SEND Information, Advice and Support Service will let schools know if one of our staff or volunteers are attending a meeting with parents.

Our aims at school meetings are to:

- Support parents and help them to express their concerns about their child's needs and progress.
- Enable discussions to take place in a calm and positive atmosphere, especially where there has been conflict between school and home.
- Ask about any confusing terminology, when we know that parents are reluctant to do so.
- Encourage parents to describe what the child is like at home, information which is not always available to schools.
- Remind parents about matters we know they wanted to discuss but have forgotten to do so.
- Ensure that parents have a clear picture of their child's progress and the school's approach, by discussing the meeting with them afterwards and sharing notes.
- Give parents more confidence in working with the school.

### **SEND Code of Practice January 2015 (2.4 - 2.5, 2.10)**

Information, advice and support should be provided through a dedicated and easily identifiable service. Local authorities have established Information, Advice and Support Services (formerly known as Parent Partnership services) to provide information, advice and support to parents in relation to SEN. In addition, many local authorities provide or commission information, advice and support services for young people. Local authorities should build on these existing services to provide the information, advice and support detailed in this chapter.

Information, Advice and Support Services should be impartial, confidential and accessible and should have the capacity to handle face-to-face, telephone and electronic enquiries.

The Children and Families Act 2014 requires local authorities to provide children with information, advice and support relating to their SEN or disability. Many children will access information, advice and support via their parents. However, some children, especially older children and those in custody, may want to access information, advice and support separately from their parents, and local authorities **must** ensure this is possible.

Importantly we do not want to speak for parents. Although we help them to think things through, we do not influence the decisions they make about their child's education. At some school meetings the IPS may say little as parents do not need them to do so. These are often the most successful of all! The IPS role is to talk things over with the parents before and after the meeting and ensure that they feel happy with the way things have gone. If parents have choices to make at that stage, we would help them to think through their decision.

Our staff or volunteers sometimes take notes at meetings. They are a factual and impartial record intended to help parents. To remember what has been discussed and decided. Parents are often anxious in school meetings, and can forget some of the points raised. If parents agree, we can summarise what we have written at the end of the meeting, or pass copies to the school.

Schools are welcome to contact us to check the identity of any IPS who arrives in school, or to raise any issues or queries about the work of the SEND Information, Advice and Support Service.