

# Leeds Parent Partnership Service

Information and advice  
for parents and carers



Leeds Parent Partnership Service

# Introduction

All children and young people have individual needs, and trying to get the best advice and help may seem like a confusing and frightening experience for parents and carers. The thought of approaching the school, Education Leeds and other professional organisations can be intimidating. Leeds Parent Partnership Service is designed to help you as a parent and carer to receive the advice, information and guidance necessary to make the right choices for your child.

This booklet describes what Leeds Parent Partnership Service offers and the work we do.

## Our Aim

To provide flexible services for parents and carers so they feel empowered to play an active and informed role in their child's education.

## Partnership

We help parents and carers and schools work together to create the right environment and encouragement for children and young people. The team work closely with teachers and other professionals to make schools a more welcoming place for parents and carers, by providing training for teaching staff, mentors and support workers, and by working to establish parent support groups.

## Advisory Board

The Leeds Parent Partnership Service Advisory Board has a broad representation, with one third being parent and carers. The Advisory Board has responsibility for making sure the service is impartial, and supports policy practice and development.

## Website

Leeds Parent Partnership Service maintains its own website which is regularly reviewed with new information added as soon as it is available.

**Visit the website and meet the team**  
**[www.leedsparentpartnership.co.uk](http://www.leedsparentpartnership.co.uk)**

# Special Educational Needs (SEN)

## Introduction

Leeds Parent Partnership Service provides parents, carers and professionals with impartial advice, support, help and information around special educational needs (SEN).

If you are worried that your child may be having difficulties at school, or have any questions around your child's education, we can support you in a number of ways.

All Leeds Parent Partnership Service officers offer impartial advice and support based on available information. They do not advocate for parents at school meetings. Where there is an issue around a child, an officer will attend a meeting between the school and the parents or carers, to make sure they are working effectively together so the child can receive the appropriate provision.



## What we can do

- Listen to your questions and concerns
- Support you through the statutory assessment process
- Answer any questions around your child's statement
- Attend annual reviews
- Attend care plan reviews
- Support and advise you through the tribunal process
- Explain the Funding For Inclusion process
- Help you understand your child's Individual Education Plan (IEP)
- Help you understand your child's Individual Behaviour Plan (IBP)
- Explain the process of School Action / School Action Plus
- Attend school visits and school meetings
- Signpost you to other services where necessary
- Give you access to independent mediation
- Provide Independent Parent Supporters (trained volunteers) to support and advocate at meetings and tribunal hearings.

## How to refer to the special educational needs officer

Leeds Parent Partnership Service has a helpline which is guaranteed between the hours of 10am to 3pm on weekdays during term time. The service is confidential, and what you say will not be shared with others unless you give your consent to do so. The service is open throughout the year, including school holidays.

You can arrange to meet a Leeds Parent Partnership Service officer at your home, school, or another suitable venue. We also offer advice over the telephone, or you can email us with your questions.

**Helpline:** 0113 395 1200

**General enquiries:** 0113 395 1222

**Email:** [education.pps@educationleeds.co.uk](mailto:education.pps@educationleeds.co.uk)

**Web:** [www.leedsparentpartnership.co.uk](http://www.leedsparentpartnership.co.uk)

# Choice Advice Service

## Introduction

The Choice Advice Service is an independent service that provides parents and carers with impartial advice, support, help and information for children and young people starting secondary school in year 7.

Thinking about the transfer to secondary school when your child is in year 5, will give you more time to think over all your options and to prepare you and your child for the change.



Choice Advisers can offer you impartial advice and support based on available information, but cannot make the decision for you or guarantee you a place at your preferred school.

## What we can do

- Listen to your questions and concerns
- Provide you with information about the schools in your area
- Inform you about the various admissions policies for the different types of schools
- Arrange school visits
- Help you to fill in the necessary forms (preference forms, in-year transfer forms)
- Explain what will happen when you have made your decision
- Advise you on what you can do if you do not get your preferred school
- Provide advice on the appeals process and help you with the forms
- Provide Independent Parent Advisers (trained volunteers) to support and advocate at appeal hearings

## How to refer to the Choice Advice Service

If you need advice, support or information about your child starting secondary school then please contact us. The service is independent and confidential, and what you say will not be shared with others.

You can arrange to meet a Choice Adviser at your home, school, or another suitable venue. We also offer advice over the telephone, or you can email us with your questions.

**Direct phone line:** 0113 395 0596

**General enquiries:** 0113 3951225

**Mobile:** 07891 275563 or 07891 277518

**Email:** [choice.advice@leeds.gov.uk](mailto:choice.advice@leeds.gov.uk)

**Web:** [www.leedsparentpartnership.co.uk](http://www.leedsparentpartnership.co.uk)

# Exclusions

## Introduction

The behaviour officer gives impartial advice, information and guidance to parents and carers of children and young people who have been excluded, or are at risk of exclusion, from school (fixed term or permanent), and impartial advice around behavioural issues in school.



## What we can do

- Listen to your questions and concerns
- Provide you with information about exclusions
- Meet with you in your home to offer face-to-face advice and information
- Attend school meetings and visits
- Signpost you to other services who can help
- Provide a trained volunteer for support at meetings if you want one

## How to refer to the behaviour officer

If your child has been permanently excluded from school, Education Leeds will pass on your contact details and the behaviour officer will contact you to offer advice and support about this process. This is a confidential service, and what you say will not be shared with others.

If your child is excluded for a fixed period, you can contact the behaviour officer to discuss your rights and responsibilities.

**Helpline:** 0113 395 1200

**General enquiries:** 0113 395 1222

**Email:** [education.pps@educationleeds.co.uk](mailto:education.pps@educationleeds.co.uk)

**Web:** [www.leedsparentpartnership.co.uk](http://www.leedsparentpartnership.co.uk)

# Parent Champion

## Introduction

The Parent Champion works with schools that have been identified as 'Causing Concern' or in an Ofsted category.

Government legislation states that schools in any of these categories have to demonstrate that they have consulted with parents and carers for their views and that this is clearly identified in future school improvement plans.



# What we can do

The Parent Champion offers support to parents and carers and the school to establish the views of all concerned, make sure those views are listened to and shared, and make sure feedback is given to parents and carers where appropriate.

## **What we can do for parents and carers**

- Offer impartial, arms-length advice and information about how to have your views heard
- Give advice on the consultation process your child's school should offer
- Support you to become involved in decisions about the future of the school
- Help set up parents and carers groups

## **What we can do for schools**

- Give impartial advice, information and support in order to establish communication channels with parents and carers
- Recruit volunteer parent champions to support the information and communication process within the school
- Carry out a consultation process with parents and carers, tailored to your school's individual needs

Parents and carers are guaranteed anonymity during the consultation period. When this is completed, a report is produced within an agreed timescale, which can be used to help form future decisions.

# Why not become a volunteer Parent Champion?

**General enquiries:** 0113 395 1222

**Email:** [education.pps@educationleeds.co.uk](mailto:education.pps@educationleeds.co.uk)

**Web:** [www.leedsparentpartnership.co.uk](http://www.leedsparentpartnership.co.uk)

# Volunteers

We are looking for volunteers in the following areas.

- Special educational needs
- Admissions appeals
- Exclusions

The role of the volunteer is to advocate, provide independent advice, and support parents and carers around the above areas.



## Duties may include the following:

- Supporting the family by listening to their views and concerns over the phone
- Attending meetings in schools
- Supporting parents and carers when filling out forms
- Supporting parents and carers with writing letters
- Supporting parents and carers with appeal and tribunal applications
- Collecting evidence for tribunals and appeals
- Attending tribunals and appeals

Full training and expenses are given.

If you would like to become a volunteer, please see the back of the booklet for details about how to apply.

# Information

## Introduction

The information officer is responsible for making Leeds Parent Partnership Service known to parents and carers, headteachers, schools and others they consider appropriate.



## Aim

To build and maintain effective partnerships to make sure parents and carers are provided with impartial and factual information relating to their child's individual needs. The information officer makes sure that a library of accurate information is readily available to distribute to parents and carers.

## What we can do

The information officer maintains an information library to provide parents and carers with impartial advice, information and guidance to make the right choices for their child.

National and local information and guidance is available about special educational needs, exclusions, choice advice and school standards.

## How you can receive information

- Over the phone
- By post
- By email
- By text message
- Home visit for face-to-face advice and information
- At school meetings and school visits
- At group information sessions
- In 'A Brighter Future' newsletter
- At annual SEN market place event

**General enquiries:** 0113 395 1222

**Email:** [education.pps@educationleeds.co.uk](mailto:education.pps@educationleeds.co.uk)

**Web:** [www.leedsparentpartnership.co.uk](http://www.leedsparentpartnership.co.uk)

Our standards	Target
Telephone response from a named officer within three working days.	95%
Where required, a home visit from a named officer within five working days.	95%
Sending out information within three working days.	95%
Answering the helpline 10am to 3pm, Monday to Friday during term time.	95%
A full response to complaints within 10 working days of complaint.	95%

Please give your views or suggestions about Leeds Parent Partnership Service:

Please return to address overleaf.

## I would like more information about:

### Special educational needs:

- getting extra help
- asking for a statutory assessment
- statements
- understanding annual reviews
- other \_\_\_\_\_

### Choice Advice

### Exclusions

### Parent Champion

### Volunteering

### Other \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Postcode: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

## Leeds Parent Partnership Service

have received the Chartermark Award in Customer Service Excellence. We strive to continuously improve our service delivery to parents and carers. Your views are always welcome and can be given using the attached slip.



CUSTOMER SERVICE EXCELLENCE

Or you can contact us at:

Leeds Parent Partnership Service  
The Blenheim Centre,  
Crowther Place,  
Leeds LS6 2ST

**Helpline:** 0113 395 1200

**General enquiries:** 0113 395 1222

**Fax:** 0113 395 1239

**Email:** [education.pps@educationleeds.co.uk](mailto:education.pps@educationleeds.co.uk)

**Website:** [www.leedsparentpartnership.co.uk](http://www.leedsparentpartnership.co.uk)