

## WHO ARE WE AND WHAT WE DO

Halton SEND Partnership (HSP) information, advice and support service offer a range of flexible services:

- Shares accurate, up-to-date and impartial information on a range of matters relating to special needs and disability to schools, settings, professionals, children, young people and their parents;
- Advice and support with the Education, Health and Care Plan (EHCP) process from application onwards;
- Support parents and young people in negotiations and meetings with the local authority (relating to SEND);
- Provision of advice through individual casework and through work with parent/carer support groups, local SEN youth forums or disability groups, or training events;
- Support in preparing for and attending meetings, including school meetings relating to SEND, and CAF (Common Assessment Framework) where there is an issue which concerns SEND;
- Help with writing letters and reading and understanding reports;
- Help with completing forms relating to their own / their child's SEN, disability and associated educational issues;
- Promotes and enables, positive partnership working between children, young people and their parents with; schools, settings, the local authority and other agencies;
- Signposting to other organisations and agencies (Including formal Disagreement Resolution and Mediation services).

## HALTON SEND PARTNERSHIP DOES NOT

- Make decisions for parents and young people or tell them what to do.
- Discuss an individual case with other people without their permission (unless there is a serious concern that the child, young person or parent may be at risk).

## REFERRING A CHILD, YOUNG PERSON OR PARENT TO HALTON SEND PARTNERSHIP

To promote empowerment of children, young people and their parents, self-referral is always preferable. However, we do understand that in some cases professional support to make initial contact with the service may be required.

When a professional deems it necessary to make a referral, they must ensure that consent is sought from the parents or young person, and that the role of the service is explained to them. To make a referral please contact us to request a referral form.

The service is free and is available to:

- Parents and young people who live in Halton;
- Children and young people who have (or may have) special educational needs, and/or a disability, and their parents.

If the parent or young person does not meet the criteria for referral we will endeavour to signpost to a more appropriate service.

## WHY WE MIGHT CONTACT YOU

Halton SEND Partnership will only contact the school, setting or agency if they have permission to do so, and will only pass on information with prior agreement.

Halton SEND Partnership officers may telephone you for the following reasons:

- To check information they have been given;
- To request information which will help us to offer the most effective support;
- To arrange a meeting to discuss a particular issue;
- To pass on information (with consent).

## WHAT DO WE DO AT MEETINGS?

Halton SEND Partnership spend much of their time supporting parents and young people at schools, settings and other meetings. We always ask parents and young people to let the meeting host know that we will be attending.

In meetings we aim to:

- Ensure that the parent or young person understands the purpose of the meeting and the role of everyone there;
- Support the parent or young person to express their concerns clearly and calmly;

- Ensure that everyone has the opportunity to speak and to put their point of view;
- Ensure that the parent or young person understands any confusing terminology or jargon.
- Remind the parent or young person about things they have told us they want to say or ask;
- Clarify, at the end of the meeting, any decisions taken or actions planned so that the parent or young person is clear of these and any intended outcomes.
- To support the parent or young person to take an active and informed role.

Halton SEND Partnership may take notes during the meeting. These notes help the parent or young person to remember what was discussed. If they agree, a copy of these notes can be provided for the meeting host.

### **WHAT CAN YOU DO IF YOU ARE UNHAPPY WITH THE SERVICE WE PROVIDE?**

If you are unhappy with the service provided by Halton SEND Partnership please contact Lead Officer outlining your concern.

When attending meetings or visiting any setting, HSP staff will be identifiable by their Halton Borough Council ID badge. All staff have had accredited legal training and hold a current DBS.

The Service operates Monday to Friday throughout the year (including school holidays). An answerphone service is also available and we aim to respond to enquiries within 3 working days.

### **Contact Details**

Halton SEND Partnership

Information, Advice and Support Service

0151 511 7733

E-mail: [SENDpartnership@halton.gov.uk](mailto:SENDpartnership@halton.gov.uk)

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

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## **PROFESSIONAL GUIDE**