

Impartiality

Kent Parent Partnership Service provides an impartial service to all users. By impartial, KPPS understands the meaning to be:

- *not favouring one side over another*
- *treating all parties respectfully; and*
- *not having any rights or power over the outcome of any discussions or decisions*

Confidentiality

Kent Parent Partnership Service (KPPS) provides a confidential service to parents and in doing so has responsibilities under Common Law and the Data Protection Act. Any information about a parent, including whether or not they have been in contact with the Service must not be shared outside the Service unless:

- *the parent gives permission for the information to be shared, or*
- *there are strong public interest concerns, i.e. child protection*

How to contact us

Telephone Helpline 01622 755515

The Helpline is open Monday to Friday 9am-5pm (answer phone and email are available 24 hours).

KPPS staff are happy to meet parents outside of these hours at a time and place that is mutually convenient. The office site provides disabled access and facilities.

On request an interpretation service is available and leaflets can be provided in alternative formats and languages.

Office: **Shepway Centre
Oxford Road
Maidstone
Kent ME15 8AW**

Office Tel: **01622 350640**

Minicom: **01622 692344**

Fax: **01622 671198**

Email: **partnershipwithparents@kent.gov.uk**

Website: **www.kenttrustweb.org.uk/pwp**

Visit us at your local **drop-in** or **information event**
(ring the office or check online for dates and venues)



Kent Parent Partnership Service is part of the National Parent Partnership Network (NPPN) which is hosted by the Council for Disabled Children.

Kent Parent Partnership Service

Supporting families of disabled children and children with Special Educational Needs



Free independent, confidential, impartial advice and support

Parent Support

Kent Parent Partnership Service



What is Kent Parent Partnership Service?

Every Local Authority must provide a Service for parents of disabled children and children with Special Educational Needs (SEN). Parent Partnership Services must operate at **arm's length** and provide confidential, impartial advice and support. They are overseen by a Steering Group and at least half the members must be parents.

We aim to **empower** parents* and families of disabled children** and children with special educational needs to be confident to take an active and informed role in their child's education and development. One of the many ways we do this is to provide **free independent, confidential, impartial advice and support.**

*parents includes all those adults with parental responsibility

**children and young people aged between 0-19 years

How can we help parents?

Our experienced team is available to listen and discuss any issues around your child's education and development in complete confidence.

We can:

- be available and accessible to answer questions
- provide face to face support
- offer time to discuss issues in depth and explore options
- provide up-to-date, impartial advice and information on **Additional and Special Educational Needs and Disabilities**
- support at meetings with school and/or the Local Authority
- provide information about other agencies and processes
- help you plan how to communicate your views or concerns
- help you to prepare paperwork
- help you through the education system
- acting as a neutral facilitator at meetings
- support with appeals to the SEN and Disability Tribunal.
- provide training in communication, participation and SEN processes.

We also support schools – see our separate leaflet

How do we provide the service?

Telephone Support

Provided by trained Helpline and Information Officers.

Face-to-Face Support

Provided by trained and experienced Parent Partnership Officers and volunteers.

Support in the Community

Provided at local drop-in and information sessions.

Mediation (Disagreement Resolution)

Provided by trained Mediators. Either formally or informally.

Support the participation of parents, children and young people

The Service ensures that views are heard, understood and used to support the development of local and national SEN and disability policy and practice.

Parent Training

Provided by experienced trainers. Topics include:

- Parents Participating Confidently
- Communication Skills
- SEN Processes
- "What happens in the classroom"