

Minimum standards for Parent Partnership Services

The Special Educational Needs Code of Practice specifies the minimum standards to be met in providing a parent partnership service.

An effective parent partnership service is expected to meet the following minimum standards and ensure:

- The provision of a range of flexible services including using their best endeavours to provide access to an Independent Parental Supporter for all parents who want one
- That practical support is offered to parents, either individually or in groups, to help them in their discussions with schools, LEAs and other statutory agencies
- That parents (including all those with parental responsibility for the child) are provided with accurate, neutral information on their rights, roles and responsibilities within the SEN process, and on the wide range of options that are available for their children's education
- That parents are informed about other agencies, such as Health Services, Social Services and voluntary organisations, which can offer information and advice about their child's particular SEN. This may be particularly important at the time the LEA issues a proposed statement
- That, where appropriate and in conjunction with their parents, the ascertainable views and wishes of the child are sought and taken into consideration
- That information about the available services is publicised widely in the area using a variety of means
- The provision of neutral, accurate information for parents on all SEN procedures as set out in SEN legislation and the SEN Code of Practice
- The interpretation of information published by schools, LEAs and other bodies interested in SEN

- That a wide range of information for parents is available in community languages, and to parents who may not be able to gain access to information through conventional means
- That advice on special educational needs procedures is made available to parents through information, support and training
- They use their best endeavours to recruit sufficient Independent Parental Supporters to meet the needs of parents in their area, including arrangements for appropriate training, ensuring that they are kept up to date with all relevant aspects of SEN policy and procedures so that they can fulfil their role effectively
- That training on good communication and relationships with parents is made available to teachers, governors and staff in SEN sections of the LEA
- They work with schools, LEA officers and other agencies to help them develop positive relationships with parents
- They establish and maintain links with voluntary organisations
- That parents' views are heard and understood, and inform and influence the development of local SEN policy and practice

The regular review of the effectiveness of the service they provide, for instance by seeking feedback from users.