

Information Advice & Support Service Bromley

THE ROLE OF THE INDEPENDENT PARENTAL SUPPORTER (IPS)

The Information Advice and Support Service (IASS) Bromley aims to help parents and schools to build open and positive relationships for the benefit of their children. This leaflet aims to explain why parents invite IASS staff or volunteers, called Independent Parental Supporters (IPS) to come with them 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 in schools or with the Local Authority (LA). The IASS will always contact schools or the LA to let them know if one of our staff or volunteers is accompanying a parent to a meeting.

Our aims at school meetings are to;

- Support parents and help them 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 before.
- 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 readily 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 taking brief notes and discussing the meeting with them afterwards (see note below).
- Encourage the school or LA to make an official record of the meeting so that clear outcomes are recorded for future reference.
- Enable parents to feel more confident in working with the school.

“Local authorities **must** arrange for children with SEN or disabilities for whom they are responsible, and their parents, and young people with SEN or disabilities for whom they are responsible, to be provided with information and advice about matters relating to their SEN or disabilities, including matters relating to health and social care. This **must** include information, advice and support on the take-up and management of Personal Budgets. In addition, in carrying out their duties under Part 3 of the Children and Families Act 2014, local authorities must have regard to the importance of providing children and their parents and young people with the information and support necessary to participate in decisions.

2.1 SEND Code of Practice 0-25 years 2014

Parents are often anxious in school meetings and may forget some of the points raised. The IPS therefore make brief notes during the meeting so they can discuss any outcomes afterwards with parents. These will be the interpretation of the IPS about the meeting and not formal minutes so we are not able to give parents or schools a copy.

An IPS who has been trained and asked to support a family by IASS Bromley will be identifiable by their London Borough of Bromley identity badge.

All IPS have had training from IASS Bromley and have Disclosure Barring Service (DBS) clearance. They embrace our approach to supporting parents and schools.

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 Information Advice and Support Service.

Information Advice & Support Service

Telephone Helplines: 01689 881 024 / 023
Monday-Friday 9.30 am – 4.00 pm

E-mail: iass@bromley.gov.uk

Website: www.bromley.gov.uk and search for IASS