



Putting Families First
free support and advice on family life

ask Parent Partnership Service

(formerly known as SENSS)

Local
Authority

*A free and independent service
for parents whose child is on
Early Years Action, Early Years
Action Plus, School Action, School
Action Plus, or has a Statement.*

ask
Parent
Partnership
Service

School

Parents

How can we help you?

We have a small team of Area Development Workers (ADW's) who have experience of working with parents, schools, early years settings and other professionals on SEN issues. In some circumstances trained volunteers called Independent Parental Supporters (IPS's) also offer support. We can:

- take the time to listen to you and your concerns on the telephone, at your home or another convenient meeting place.
- provide you with a range of information on SEN and identify additional services or organisations that may be able to help you, either through use of our website, the 'Find it!' directories, or leaflets on specific concerns.
- assist you with paperwork.
- accompany you to meetings with other professionals e.g. an Education Officer.

We encourage:

Parent Participation, both at case level and at strategy level. We work closely with the Wiltshire Parent Carer Council to ensure that parents are given the best opportunities to raise concerns and influence developments and we organise the SEN Forum so that parents and carers get direct answers to their chosen issues.

*I really think **ask's** involvement made the LA listen to our opinions.*

or visit www.askwiltshire.org/apps

What do we do?

The **ask** Parent Partnership Service (aPPS) offers parents and carers free, impartial information and advice about their child's special educational needs (SEN).

*I couldn't have got my child's statement without **ask's** support.*

ask has been contracted by Wiltshire Council to provide this service for parents and carers; however we are independent of the Local Authority.

We provide:

- A listening ear
- A free service
- A confidential service
- Independent information
- Practical help
- Support at meetings
- Help with form filling
- Parents' Information Sessions with guest speakers

Information is offered on:

- Statutory Assessment
- The Code of Practice
- Annual Reviews
- Parental rights
- Mediation services
- Appeals and tribunals
- Transition plans
- Exclusions
- Local support groups

for further information please call **08457 585072**



Where can you find out more information?

Contact **ask** to talk about your particular issue and we will call you back to advise you on the options available to you.

Helpline

08457 585072

01380 872915

www.askwiltshire.org

other services at ask

- Family Information Service (FIS)
- 0-3s Service
- **ask** Parenting Service (aPS)
- Choice Advice Service

Opening Hours

Mon - Fri: 8:00am - 6:00pm

At any other time please leave a message



INVESTOR IN PEOPLE

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