

# Special Educational Needs and Disability

Parent Link produces Parent Voice, the newsletter for parents and carers of children with special educational needs and/or a disability.

It includes updates from the Parent and Carer Council and opportunities to have a say in how services develop. Expenses and training available.

**Helpline: 01273 481172**

**Text: 07797 870320**

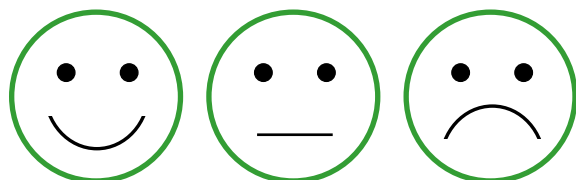
**Email: [parentlink@eastsussex.gov.uk](mailto:parentlink@eastsussex.gov.uk)**

Helpline open weekdays 9.30am to 3pm including school holidays.

Sometimes the Helpline is very busy and you may have to leave a message. We will call you back by the next working day.

## Do you have additional needs?

Please let us know if you need an interpreter, or if you have any special needs. We can arrange home visits or give you information in different formats, for example audio or video.



## What do you think, about Parent Link?

We welcome feedback from parents, schools and other services. Please tell us what we do well, and what we could do better. If you wish to make a complaint, please talk to us, or ask for a copy of the *Children's Services Complaints Policy*.



## Helpline for parents and carers



## HELPLINE and Support

**Parent Link** can help with special educational needs, school admissions, problems at school, health services, finding family support and much more!

We can give you information and advice about:

- what your child is entitled to
- services who can help
- childcare and activities for your child; and
- parent support groups and training for parents.

We can also give practical help with forms, meetings, talking to others about your child; and sorting out problems.



## About us

### **Parent Link is independent and impartial**

Parent Link is part of East Sussex County Council. We operate at arms length from all services and schools.

We give fully independent and impartial information and advice to parents and carers.

The Parent Link Steering Group, which includes parents, makes sure that Parent Link is run in the right way.

### **Parent Link is confidential**

We will keep information about you and your child confidential and secure. We will not share information with anyone outside Parent Link unless you want us to.

We would only share personal information without your consent in very exceptional circumstances, for example, if we felt a child was at risk of significant harm.

We will follow East Sussex County Council's Confidentiality and Information Sharing guidelines, and the requirements of the Data Protection Act.

### **Parent Link is a parent partnership service**

We follow guidance in the SEN Code of Practice and are members of the National Parent Partnership Network.



### **What else does Parent Link do?**

- Training for parents and those working with parents.
- Parent Information Contacts in schools and Children's Centres.
- Works alongside the East Sussex Family Information Service to develop information resources and access to services.

