

How **Essex Parent  
Partnership Service**  
can help you...



# Essex Parent Partnership Service?

Can provide information and support on the telephone or in person for parents and carers of children with special educational needs.

Referrals can be made by the parent/carer themselves or anyone who has their permission.

We can help by:

- providing information about how schools and early years settings can help children with special educational needs
- listening to parents' concerns and talking through the options. Our helpline number is: **01245 436036**
- establishing links with voluntary organisations and support groups, and providing details about these for parents
- working with schools, LA staff and other agencies to develop positive relationships with parents including meetings/visits
- supporting parents whose children are on Early Years Action (EYA) or School Action (SA), Early Years Action+(EYA+) or School Action+ (SA+), or being formally assessed by the LA to make informed choices.

- keeping parents fully informed about the statutory assessment process, providing advice and guidance
- enabling parents, should their child with special educational needs receive a fixed term or permanent exclusion
- providing access to independent parental support outside the LA through: Families InFocus (Essex) for children whose parents are applying for or undergoing a formal assessment by the local authority or who have a statement on **01245 353575**
- offering an independent mediation service for disagreements between parents and the local authority or a school on **01245 436036**
- consulting parents and ensuring their views influence the development of local policy and practice for children with special educational needs.



**This booklet is issued by**

Essex County Council, Essex Parent Partnership Service.

You can contact us in the following ways:

**By telephone:**

Parent Partnership Helpline: 01245 436036

Managers, Parent Partnership Service: 01245 436236

Local area offices:   Mid (Braintree) 01376 555656  
                                  North East (Colchester) 01206 711136  
                                  South (Basildon) 01268 632375  
                                  West (Harlow) 01279 404502

**By post:**

Essex Parent Partnership Service, SENCAN, E2, County Hall,  
Chelmsford, Essex CM1 1LD

**By email:**

[parentpartnership@essex.gov.uk](mailto:parentpartnership@essex.gov.uk)

**Visit our website:**

[www.essex.gov.uk/parentpartnership](http://www.essex.gov.uk/parentpartnership)

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