

[**Information.lineteam@lancashire.gov.uk**](mailto:Information.lineteam@lancashire.gov.uk)

Making Meetings Matter

A booklet to help keep your meeting notes in one place



Lancashire SEND IAS - Making Meetings Matter

**Before The Meeting**

**Things to consider:**

* **Find out who will be at the meeting**
* **You may like to bring a friend or relative for informal support it's helpful to let the school know!**
* **Ask if there's any new information that will be shared at the meeting that you can read beforehand**
* **Think about what you would like to get from the meeting. Is there any information that you need?**
* **Make some note's to help keep you focused including**
* **Your key questions/concerns (use the SENDIASS Planner)**
* **Any positive ideas you may have yourself, what works for you**
* **Any strategies which are likely to make the situation worse**
* **Your emotions are likely to be raised because this involves your child but remember the meeting will go better if you remain calm.**

**During The Meeting**

**Things to consider in the meeting**

**Make sure everyone introduces themselves and you are clear about their roles and responsibilities**

* **Check the finishing time of the meeting**
* **If anyone is going to take notes ask for a copy, or take your own notes. Action points particularly should be recorded and agreed before the meeting ends**
* **If anything is said which you do not understand, ask for an explanation**
* **Try to focus on solutions, you could use questions such as**
* **What can we do to move this forward and make things better?**
* **Is there a strategy or different way to support with the difficulty which could be put in place?**
* **Do you have any ideas yourself of what could help, what works for you?**
* **What could make this better?**
* **What support could the school offer?**
* **What could I/we do to support?**
* **If your concerns have not all been discussed ask how this might be followed up- phone calls, email, or further meetings?**
* **Agree a date to check on progress and agree who you can contact in the future**

**After The Meeting**

**Following the meeting you should know**

* **Who is going to do what and by when?**
* **How the action points are going to be reviewed?**
* **How any other issues are going to be followed up?**
* **Who to contact if you have any questions?**

**What if there is no Improvements?**

**If, after the given timescales, the situation has not improved:**

**• It may be that the strategies/ideas put in place are not successful and that something else needs to be tried**

**• It may be that agreed actions have not happened**

**If you are not happy, speak to:**

**• The Head teacher and, if you still feel unhappy, you can ask to see or speak to a governor or governors at the school**

**• The school will have a complaints policy for when you want to take things further**

**CONTACT US AND USEFUL LINKS**

Contact us: Lancashire SEND IAS (Special Educational Needs and Disabilities Information, Advice and Support Team):

– **Helpline** – 0300 123 6706 (24 hour confidential answer machine out of office hours)

– **Business Hours** – Monday – Friday 9am – 5pm

– **Email** – [Information.LineTeam@lancashire.gov.uk](mailto:Information.LineTeam@lancashire.gov.uk)

– **Website** - TBC

– **Facebook** - <https://www.facebook.com/Lancashire-SEND-Information-Advice-and-Support-Team-101447257945808>

**Useful Links:**

– **Lancashire Local Offer**: [www.Lancashirelocaloffer.co.uk](http://www.Lancashirelocaloffer.co.uk)

– **Contact**: [www.cafamily.org.uk](http://www.cafamily.org.uk)

– **Coram Children’s Legal Centre**: [www.childrenslegalcentre.com](http://www.childrenslegalcentre.com)

– **IPSEA**: [www.ipsea.co.uk](http://www.ipsea.co.uk)

– **Council for Disabled Children**: [www.councilfordisabledchildren.org.uk](http://www.councilfordisabledchildren.org.uk)

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| SEND IAS Meeting Planner | | | |
| Date and Time: | | Attendees: | |
| What are the important issues? | What are the agreed actions? | Who will do this? | When will it be done by? |
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| Agreed school point of contact: | | Review: Date and time of next meeting if required: | |

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We aim to

• Help develop and encourage good communication and relationships between all parties – parents/carers, children/young people, educational settings, Lancashire County Council and other organisations – to achieve the best possible outcomes for children and young people and prepare them for adulthood

• Ensure the views wishes and feelings of parents/carers, children and young people are heard and valued

• Provide impartial information, advice and support to enable participation in decision making

**Useful Contacts:**

**These are the people who you may need to contact or speak to about your Child's Special Educational Needs:**

* **SENCO**
* **Class Teacher**
* **Paediatrician**
* **CAMHS**
* **School Nurse**
* **SENDO**
* **EP**
* **Child & Family Wellbeing Service**

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**For free, independent,**

**Confidential and Impartial**

**Information, Advice and Support**

 **Website: -TBC**

 **Information.LineTeam@lancashire.gov.uk**

 **0300 123 6706**

Opening Hours

Monday- Friday: 9am - 5pm

We aim to respond to all enquiries within 10 working days. Please let us know if you need this information translating or if you require it in a different format.