SUPPORT

WHAT DOES THIS MEAN FOR PRACTITIONERS?
Practical Steps to Help Parents with Support

Questions to Ask?	Rating / Evidence of practice
Are parents, children and young people given clear easy to read information about the EHC process?	
Do you have clear processes for signposting families on to suitable routes of support, how this is done and by who? Do you routinely provide details about the local IAS service? Do you routinely provide details about the local IS service? Do you routinely provide details about local Parent Carer groups? Do you routinely provide details of local and national need specific charities? Do you pass out information which explains what services these can offer and how they might help parents? Can providers signpost on to support for other family issues (e.g. housing, finances, legal assistance)? Do you offer local support for young people?	

Are providers trained to support families emotionally through the EHC process, or to appropriately signpost to support? Does training cover how difficult some parents find diagnosis and going through the EHC process? Who would check if a family was struggling to cope? What action would be taken?	
Are parents signposted to the Local Offer? Do they understand what it could offer them? Are personal budgets explained to parents? Are they clear how it could help them and how to request one?	
Is information available for families in a variety of formats (online, printed, etc)? Who checks how parents would prefer to be communicated with? (e.g. by email, by letter, best phone contact) Is this information shared across the team?	
How much face to face support is offered to parents? Do parents have a chance to ask questions and discuss their child's specific circumstances? Do parents have a chance to discuss their wider family circumstances and support needs, if required?	
Are parents encouraged to feel part of the multiagency team? Are they kept informed of progress and next steps? Are parents' views given equal weight to those of the providers? Who is responsible for checking that parents feel informed, involved and empowered to make decisions?	

Do local processes and policies reflect the importance of involving families and their views?	
Who is responsible for getting the child/young person's views? Who checks that this is carried out effectively and feeds into the planning process?	
Are a range of families involved in local co-production? Is feedback consistently collected from families on their views of the service and suggestions for change?	