

# Confidence in Meetings

## Before the Meeting

- 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 is 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 notes to help keep you focused including:
    - Your key questions/concerns
    - 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.
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## During 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?
  - Is there a strategy which could be put in place?
  - Do you have any ideas of what could help?
  - What could make this better?
  - What support could the school offer?
  - What could I/we do to support?
- Agree a date to check on progress and ask for the name of someone you can contact in the future.

# After the Meeting

Following the meeting you should know:

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

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

- It may be that the strategies 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 Headteacher 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.



## Useful Links

**Ace Education** (independent advice and information on state education in England).

### **Child Law Advice**

(education law advice for families)

[www.childlawadvice.org.uk](http://www.childlawadvice.org.uk)

**Contact** (for families with disabled children) [www.contact.org.uk](http://www.contact.org.uk)

**Council for Disabled Children** (umbrella body for the disabled children's sector)

[www.councilfordisabledchildren.org.uk](http://www.councilfordisabledchildren.org.uk)

**IASS** (information, advice and support services network)

[www.cyp.iassnetwork.org.uk](http://www.cyp.iassnetwork.org.uk)

**IPSEA** (national charity providing legally based information advice and support) [www.ipsea.org.uk](http://www.ipsea.org.uk)

**Our Website** [www.cornwallsendiass.org.uk](http://www.cornwallsendiass.org.uk)

**SEND Tribunals Service** (organisation responsible for handling claims) [www.justice.gov.uk/tribunals/send](http://www.justice.gov.uk/tribunals/send)