



**MANCHESTER
CITY COUNCIL**

Children and Families - Education

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Dear parent/carer

We are writing to let you know about sources of information, advice and support for families of children with special educational needs and disabilities and also to ask you to give your views on services for you and your child.

Manchester Parent Carer Forum are the strategic voice of parents and carers of children and young people with special educational needs and disabilities (SEND).

Twice a year, Manchester Parent Carer Forum do an **online survey** and tell the local authority and health what families think is working well with education, health and care services and what needs to be improved.

Many parents and carers are saying that education, health and care services are improving and that they feel their views are being listened to. Some parents tell us that services for their child are not yet as good as they would like them to be.

We would be very grateful if you could give us your views by filling in the online survey before 15th March. Please use this link: <https://www.surveymonkey.co.uk/r/manchester-send-survey-february-2019>

We want to keep improving outcomes for children and young people with SEND, so we want to hear the views of as many families as possible. If you do not have access to a computer or smartphone and are not able to complete the online survey, you can still give us your views on what is working and what needs to be improved by: phoning Information, Advice and Support Manchester (0161 209 8356) or by coming along to a Local Offer drop in and talking to the Engagement team or Parent Champions – see the next page for more information.

Ways to get information, advice and support:

- **Manchester Local Offer.** The Local Offer is the name for all the activities, services, advice and support offered across Manchester for children and young people with SEND and their families. The Local Offer website is at: www.manchester.gov.uk/sendlocaloffer
- **Local Offer drop in events.** If you want to meet services that can help your child and have your questions answered, come along to a Local Offer drop in. We have attached a leaflet showing where and when the next drop ins are taking place.
- **Information, Advice and Support Manchester.** Parents/carers who want individual, independent advice on any issues relating to SEND can contact Information, Advice and Support Manchester (IASM). You can phone their confidential helpline - 0161 209 8356, or email - parents@manchester.gov.uk
- **Parent Champions** are parents and carers of children and young people with SEND. They have been trained on the Local Offer and are able to help other parents get the information and support they need. Parent Champions attend every Local Offer drop in and many champions are speakers of community languages. They can help with things such as: local activities for children with SEND, giving your views at meetings, explaining where you can get help with filling in forms. Parent Champions can be contacted through IASM: parents@manchester.gov.uk
- **Manchester Parent Carer Forum** are a volunteer parent group. They work to represent the voice of parents and carers of children and young people with SEND. They invite all Manchester parents/carers to join the Forum. There is more information about free membership and Forum coffee mornings and activities on the Forum website: <http://manchesterparentcarerforum.org.uk/>
- **Participation register.** Manchester City Council runs a participation register for parents and carers of children with SEND. Everyone who joins will be sent a discount card to use on meals and shopping as well as getting emails with useful information about events and activities for children with SEND. To join click on the Local Offer: www.manchester.gov.uk/sendlocaloffer

We look forward to hearing from you.

Yours sincerely

Julie Hicklin

Special Educational Needs and Disability Lead