



Devon Parent Partnership Service
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We provide independent and impartial support to parents who have children with additional educational needs.

Impartial Confidential Free

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Parent Partnership Officers and Parent Support Advisers What's the difference?

Working with parents and carers

There are many new roles that provide support for parents and it can be very confusing to know who to go to for the support that you need. As both Parent Partnership Officers (PPOs) and Parent Support Advisers (PSAs) work in schools, to support and inform parents and carers, we thought that it may be helpful to explain what each of us does.

What's the same?

We can both provide support and information for parents and carers with the aim of improving the educational outcomes for children.

So what's the difference?

PSAs work with parents and carers of all pupils of school age.

PSAs support parents and carers with parenting skills and strategies which will help their child achieve well at school and encourage their child to develop good habits and behave well at school and at home. Each PSA works closely with their Learning Community – that's a Community College or Secondary School with all its feeder primary schools, all the pre-schools, youth services and adult education.

You ask for PSA support by contacting school.

PPOs have expertise in Special Educational Needs (SEN). We work with parents and carers of children aged 0-19yrs with SEN.

Children with SEN include those with behaviour and emotional difficulties, physical and medical needs, communication and interaction needs and cognition and learning difficulties. We don't only work with parents and carers of children who are attending school or pre-school but also those who have been excluded from school and those who are home educated, in hospital or at private schools.

We provide an **impartial, independent and confidential** service; offering clear, straightforward support and information on all aspects of what should be provided to support children with SEN in their education, including applying for a Statement and undertaking a CAF. You can request support yourself by phone and email (see below) or you can ask your school or PSA to contact us on your behalf.

We write leaflets about topics to do with SEN which are freely available on our website www.parentpartnershipdevon.org.uk or you can ask us or your school for copies. We can also provide free, tailor-made training for groups of parents and carers about SEN provision and working in partnership with your child's school.

Working together

Across Devon, Parent Partnership Officers (PPOs) and Parent Support Advisers (PSAs) are already working together and refer parents or carers to each other's services. We meet at Parenting Network Meetings where we plan specific opportunities and training for all parents and carers.

For more details or to ask for PPO support phone 01392 383080 or email parentpartnershipservice-mailbox@devon.gov.uk