**Parent/ Carer Forum**
A nominated officer will attend forum meetings to present any new information. Any parents/ carers are welcome to attend forum meetings and events.

**For more information:**
Email - HartMindFuture@yahoo.co.uk
Text - 07896 054361

**Text Services**
Free Services that parents and carers can subscribe to to receive instant information on a regular basis about events, activities, surveys etc. to give families informed choices about what is available.

Text FCSH and your name to 66099.

**Facebook Page**
A closed online group for parents and carers, administered by the Parent Carer Forum. A platform to promote what's going on as well as give parents and carers a place to share topics, concerns that can be fed back to HBC and health. Giving Parents a Voice.

**Search for:** 1Hart, 1Mind, 1Future

**Local Offer Web Pages**
Information on the support available from organisations across Hartlepool, regionally and nationally. Regularly updated and reviewed to ensure it's fit for purpose and meeting need.

www.hartlepool.fsd.org.uk/SEND

**Drop in/ Coffee and Cake**
Monthly sessions which provide a source of peer support and a chance to share information and views. The Parent Form works in partnership with the Short Breaks lead for the Authority and the Small Steps Team.

**For more information:**
Email - HartMindFuture@yahoo.co.uk
Text - 07896 054361

**Face-to-Face**
A proportion of our families like to receive information from the worker supporting their family. We continue to work with our workforce to make sure they have the information needed and that they know where to go if further information is needed.

**SEND**

**Communication Strategy**

**HARTLEPOOL BOROUGH COUNCIL**

**GUIDES/ BOOKLETS FOR USEFUL INFORMATION**
The use of fact sheets via the local offer and other websites, which are reviewed on a regular basis to ensure families and young people have access to current information to support their decision making.

www.hartlepool.gov.uk

**SENDIASS**
An impartial service available to parents, carers and young people to support with special educational needs and disabilities linked to education, health and care.

**For more information:** 01642 284876