

Do you have an education meeting to attend?

Would you feel more confident if someone came to the meeting with you and took notes?

Our Meeting Support Volunteers are here to help

How does it work?

You can contact our service in the usual way, through our contact form, email or telephone. If you need support at a meeting, we will help you to prepare for it. Where appropriate, we will allocate a meeting support volunteer to assist you and attend the meeting alongside you.

After the meeting we will send you the notes of the meeting which they have taken. The meeting support volunteers are not there to give advice. They can help you to have your voice heard, feel more confident, supported and empowered.

Who are Meeting Support Volunteers?

Meeting Support Volunteers are trained to take notes and offer support to families during educational meetings.

Examples of meetings might include:

- **A meeting with a school Teacher or SENCO about your child's progress**
- **A meeting about a transitional phase for your child**
- **A meeting to discuss an Education Health and Care Plan (EHCP)**

Who will make the arrangements for a Meeting Support Volunteer to attend my meeting?

The Sendias Bathnes team will arrange for a volunteer to come along and support you at a meeting.



When will I meet the Volunteer?

The volunteer will meet you ten minutes before the meeting is due to start, at an agreed location (for example outside a school reception). They will be wearing a Sendias Bathnes lanyard and ID badge. You will have this time to speak to the volunteer before the meeting starts, about anything that you would like them to be aware of.

What will a Meeting Support Volunteer know about me and my family?

Meeting Support Volunteers will be given some background information about the meeting. For example, what the meeting is about, the names of those involved, what the key issues are and any points which you want to raise together with details of anyone who will be attending.

Meeting Support Volunteers will not have access to or be given further information about you or your family without your consent. For more details on how we keep your details please see our [privacy notice](#) and our [confidentiality and privacy policy](#).



How will a Meeting Support Volunteer support me?

The Meeting Support volunteer will take notes for you and your family during the meeting. They can also support you by:

- Asking for clarification if something is not clear.
- Prompting/reminding you to ask something that you wished to be discussed.
- Suggesting that a break in the meeting is taken, if you would benefit from this.
- Helping you to feel calm and focused so that you can concentrate on the meeting.
- Signposting you to other organisations / websites that may be able to offer further support and/or information.

What will a Meeting Support Volunteer not do?

Meeting Support Volunteers are not qualified to provide advice. If you require this, then a member of staff from our team can help.

When will I receive the notes a volunteer has taken?

We will email the notes to you within 5 working days of the meeting.

