

# PARENT LINK SERVICE CONTACT LINE



## WHAT IS THE PARENT LINK SERVICE?

As a parent or carer of a child with special educational need or disability, it can be difficult to know who the best person is to get help and advice from.

A **Parent Link Officer** is a member of Birmingham Local Authority whose job it is to help parents to identify and make links with the right person, at the right time.

## WHAT IS THE CONTACT LINE FOR?

The contact line is a central phone line that parents can call, ask questions, talk about things that are concerning them and then be given advice on what the best next steps could be.

### NEXT STEPS COULD INCLUDE:



A follow up  
**phone call**



Attendance at one of our **family forums** in your local area



A follow up **email**



A **home visit**



Some **written information**



Support at a face-to-face  
**meeting**

## PARENT LINK CONTACT TELEPHONE LINE:

# 0121 303 8461

Monday: 9.00am – 5.00pm

Tuesday: 9.00am – 5.00pm

Wednesday: 9.00am – 4.00pm

Thursday: 9.00am – 5.00pm

Friday: 9.00am – 5.00pm

### OTHER WAYS TO CONTACT US:

Email: [ParentLinkService@birmingham.gov.uk](mailto:ParentLinkService@birmingham.gov.uk)