

Potential Plus UK's services provide information, advice, and guidance to parents, carers, and professionals supporting children and young people with high learning potential (HLP), including those with dual or multiple exceptionality (DME). Our aim is to help the adults around the child make informed decisions that reflect their individual strengths, needs and circumstances.

We aim to build confidence and capacity, not dependency. Whether we're supporting parents, carers or professionals, our focus is on equipping them to understand and advocate for the strengths and needs of HLP and DME children and young people. Our role is to empower, so that, over time, those we support feel more capable, informed and confident navigating challenges independently.

We do this through:

- **Potential Plus UK's website**
 - This is designed to give parents and carers information and signposting about meeting the strengths and needs of children with high learning potential.
- **The amazing.children@potentialplusuk.org email address**
 - The email service provides initial information and signposting about the needs of children with high learning potential.
- **The main telephone line**
 - Offers practical information and signposting of our services.
- **The web chat function**
 - The free web chat service provides information and signposting about the strengths and needs of children with high learning potential as well as signposting to our services and other organisations as necessary.
 - Open term-time and operated by trained parent volunteers.
- **The Advice Service**
 - **Fact and advice sheets**
 - Cover a variety of topics, for example, the characteristics of children with high learning potential, their needs, working with education settings, support for social and emotional needs and developing skills.
 - Grounded in current research and available to members.
 - **Telephone advice service**
 - Available to members who registered prior to September 2025 for the duration of their annual membership.
 - Dedicated online booking system.
 - Scheduled 20-minute telephone appointment with a trained advisor with lived experience of HLP and DME, to discuss an

issue relating to the education, parenting and/or support of social and emotional needs in their child.

- Available for those with parental responsibility, legal guardianship and special guardianship. Where this is not the case, written permission must be provided in advance of booking.
- Parents are encouraged to make any notes they may require during the call.
- On occasion we may recognise that the circumstances of a service user require a more structured approach, and we work with the service user to address this.
- **Parent Matters webinars-on-demand** are low-cost, research-based, interactive and accessible online courses on a variety of topics to help adults support the needs of a child with high learning potential.
- **The Consultancy Service**
 - 45-minute scheduled MS Teams session with one of our experts. This service is led by a qualified ECHA Specialist in Gifted Education and Care. Our specialist has lived-experience of raising, educating and assessing HLP and DME children and young people.
 - Includes pre-session reflection form, guided in-depth solution-focused conversation and collaborative action plan.
 - Booked as needed for each new challenge.
 - Advice related to school-wide, high learning potential policy and practice also available.
 - Available to all: members, non-members, HLP teenagers, parents and professionals alike.
- **Parent Matters live workshops** are delivered at Potential Plus UK events, via online platforms and available in schools and organisations.
- **Professional Training** is available on a variety of topics relating to HLP and DME.
- **Conference Sessions** available on a variety of topics relating to HLP and DME.
- **The Assessment Service**
 - **Potential Spotter**
 - This is a checklist for parent/carer to complete which provides the probability their child is HLP in 5 different areas (Intellectual, Academic, Artistic, Creative and Leadership, as well as

measuring the level of Motivation).

- An excellent first step for those new to high learning potential.
- **Early Years Assessment of Potential**
 - Children aged 3 and 4
 - 30-min call with assessor when report received.
 - This call must take place within 6 months of the assessment date.

- **High Learning Potential Assessment Lite**

- Children and young people aged 5 to 17.
- Available online from age 7.

- **High Learning Potential Assessment Plus**

- Children and young people aged 5 - 17.
- 30-min call with assessor when report received.
- This call must take place within 6 months of the assessment date.

- **School advice pack**

- Available with HLP Plus Assessment only
- Tailored recommendations for the school environment.
- 30-min call between assessor and the school included.
- This call must take place within 6 months of the assessment date.

- **Individualised sensory profile**

- **Handwriting profile**

- **Emotional Intelligence profile**

- **Acceleration evaluation**

- **Screeners**

- ADHD
- Autism
- Social and Emotional Development
- Depression
- Anxiety
- Self-Concept

- **Additional pay-as-go calls** with your assessor if required.

Important note: Our advisors, consultants and assessors cannot act as advocates either in person, online or over the telephone.

Clarification of Terms

Advice: Advice is when information is used to outline general advantages and disadvantages of courses of different actions, based on the facts.

Advocate: A person that puts a case on someone else's behalf.

Guidance: Guidance is more in-depth and takes into account the current situation of the parent and child concerned to provide them with possible solutions they can take action on. Information and advice are used to help the parent/carer to find solutions to their concerns or to understand the choices available to them and how best to proceed.

Information: Information includes factual data, both qualitative and quantitative; knowledge gained from factual books, study and research; and evidence-based best practice. For enquirers to Potential Plus UK this could include details of school websites, Ofsted reports, educational practice reviews, educational policy from the Department for Education. It could include signposting to other services, either from Potential Plus UK or from other organisations.

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