



The parents' guide to additional support for learning

Enquire is a national service with links to local networks. We provide independent advice and information to families of children who need extra help at school, to children and young people themselves and to professionals who work on their behalf.

At Enquire we hope to empower parents to make the right choices for their children's education by offering impartial advice and information through our helpline.

We believe that the best way to achieve this is by supporting the exchange of information and encouraging partnerships and communication between parents and professionals.

Enquire offers:

- ☉ a telephone helpline and online enquiry service
- ☉ guides, factsheets and newsletters
- ☉ information for children and young people, including publications and a dedicated website:
www.enquire.org.uk/yp

Contact Enquire for information and advice on the education system and how it works; your legal rights and responsibilities; resolving disputes or concerns; local services to support you; and the meaning of educational jargon.

You can download free factsheets, guides, newsletters and other publications from our website: **www.enquire.org.uk**

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How to use this guide

Enquire has produced this guide to additional support for learning to help you understand your rights, your child's rights and your education authority's responsibility to your child. We hope you will use the guide as a reference document.

The guide explains what the **Education (Additional Support for Learning) (Scotland) Act 2004** as amended (the 'ASL Act'), and the code of practice that accompanies the Act, say about supporting children's learning. It also refers to other relevant legislation. This guide does not, however, cover everything in the Act, nor is it an authoritative interpretation of the legislation or code of practice.

You can get a copy of **Supporting children's learning code of practice** (which contains detailed guidance for practitioners) from the Scottish Government website (www.scotland.gov.uk/publications).

Rights and responsibilities

The rights and responsibilities in the guide relate to those under the ASL Act, unless otherwise stated. At the end of each chapter the 'At a glance' section highlights the legal rights that you and your child have under this law and the legal responsibilities that education authorities have. Education authorities also have powers that allow them to take specific action but they are not legally obliged to use those powers.

Parent or carer

Throughout the guide we refer to 'you' as the parent of a child who may have additional support needs. The term 'parent' includes anyone who has parental responsibilities under the **Education (Scotland) Act 1980** as amended, or who has care of a child or maintains a child.

Education authority

This is the department of your local authority (council) that is responsible for education in your area. The ASL Act places legal duties on education authorities for children educated in the public education system. The way council departments are organised can vary. Some councils have an education department, but others may include education within, say, a Department of Children's Services, which can include other services.

Public and private education

Where the guide refers to ‘your education authority’, it assumes that your child is educated by the public education system in a local authority school, pre-school, partnership nursery or an **independent special school** placement funded by the education authority. Children who are educated outside the public education system may be identified as having additional support needs and may receive additional support. If your child is educated outside the public education system, information that is relevant to them is highlighted in each chapter where appropriate.

Home and host authorities

If your child goes to a local authority school in the area where they and you live, they are educated by their ‘home education authority’. However, if your child goes to a local authority school outside your area, they are educated in a ‘host education authority’. The reasons for their being educated outside their local area will affect which authority is legally responsible for their education. In each chapter, we highlight information that is relevant to them where appropriate.

Case studies

There are case studies in this guide to illustrate some of the barriers to learning, and the support that children and young people with additional support needs may experience. These scenarios relate to specific information in each chapter and how it may apply in practice.

The photographs used for case studies are of models and no connection is implied between these persons and the content of the guide.

Young people aged 16 or over

Your child has similar rights to you under the ASL Act if they are aged 16 or over. The guide shows where this is relevant. Enquire also publishes a series of guides specifically for young people. You can order them free from Enquire.

You, as a parent, can make decisions for your child aged 16 or over if they do not have the capacity to do so themselves. Refer to the **Adults with Incapacity (Scotland) Act 2000** for more information about this:

www.scotland.gov.uk/Publications/2008/03/25120154/1

Using the Glossary

Where a word is highlighted in a heavier black font (for example, **health visitor**), you will find further information in the Glossary, on page 100.

A summary of additional support for learning



Scottish education law outlines a framework for children to be supported to make sure they benefit from education and reach their full potential.

The **Education (Additional Support for Learning) (Scotland) Act 2004** outlines how to meet the needs of children who require additional support to ensure they can make the most of their education. Amendments were made to this act in 2009, which became law in November 2010.

“The Act aims to ensure that all children and young people are provided with the necessary support to help them work towards achieving their fullest potential. It also promotes collaborative working among all those supporting children and young people and sets out parents’ rights within the system.”
(Supporting children’s learning code of practice 2010)

Under this law, any child who needs more or different support to what is normally provided in schools or pre-schools is said to have ‘additional support needs’.

Children may need extra help with their education for a wide variety of reasons. A child's education could be affected by issues resulting from:

- ☉ social or emotional difficulties
- ☉ behavioural difficulties
- ☉ problems at home
- ☉ bullying
- ☉ being particularly gifted
- ☉ a sensory impairment or communication problem
- ☉ a physical **disability**
- ☉ being a young carer or parent
- ☉ moving home frequently
- ☉ having English as an additional language.

It is not possible to list all the reasons because it will always depend on the individual child. What is important is that many circumstances may affect children's ability to learn. So support may need to come from health, social work or certain voluntary organisations, as well as from education. Professionals with different areas of expertise should all work together to make sure any support your child gets is properly tailored to their individual needs.

Your child's needs may last a short time, and the problem may be resolved easily. Or their needs might be very complex, and they may require additional support for a number of years.

Whatever your child's needs, everyone involved should try to identify them as early as possible and provide the necessary support in a way that does not make your child feel singled out.

What are additional support needs?

The law says that a child or young person may have additional support needs if they are unable to benefit from their school education without help beyond what is normally given to children or young people of the same age.

Your child may need additional support at any time during their school life, from the age of three when they start pre-school education. They may also need additional support to help them prepare for pre-school or school.

Why children may have additional support needs

It is not possible to list all the circumstances that may mean a child needs additional support because every child is different. Circumstances that disrupt one child's learning could have little or no effect on the learning of another.

The following are some examples of situations that may give rise to additional support needs. However, these are a guide only. As a parent, you will know your child better than anyone else and understand when they may be having difficulties.

The learning environment is not appropriate for a child's individual needs

It may be that what is being taught, or the way it is being taught, is not suitable for your child. The materials used may be inaccessible to them. Perhaps the physical environment, e.g. the way the classroom or school is laid out, is not giving your child the best chance of success.

A child who is more able may need a more challenging curriculum in order to make progress. A child whose first language is not English may also need additional support to access the curriculum.

Family circumstances are affecting a child's ability to learn

Children's progress at school is influenced by what is happening at home. If their home life is disrupted in any way, this may affect their ability to benefit from school education. Examples include children who are affected by family breakdown, who are homeless or move home often, who are helping to care for parents or siblings with health problems or disabilities, or who have become parents themselves. All looked after children are considered to have additional support needs, unless assessments find that support is not needed.

The child has a disability or health need

Children are likely to need additional support at school if they have motor or sensory impairments (e.g. difficulty with movement or sight), specific language impairments, autistic spectrum disorder, learning or attention difficulties or a debilitating illness. Mental health problems such as depression or eating disorders can also affect children's ability to learn.

A child is experiencing social or emotional problems

Children may also need additional support if they have been bereaved, have missed a lot of school for whatever reason, are being bullied or are bullying, are experiencing racial discrimination or displaying behavioural difficulties. Children who misuse drugs or alcohol are also likely to need support to access education.

Remember the above is not meant to be a complete list - a child may need additional support at any time and for any length of time.

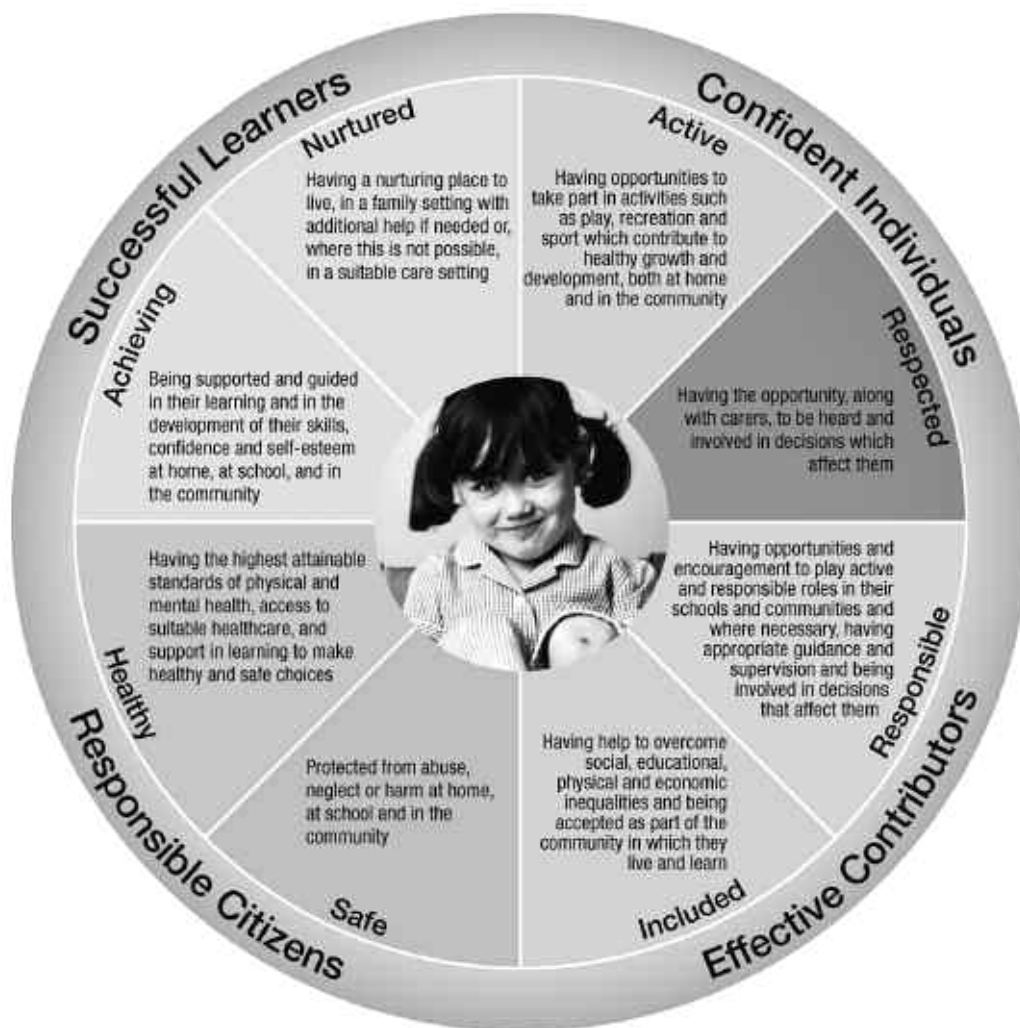
Getting it right for every child

In Scotland a national programme called **Getting it right for every child** (GIRFEC) aims to improve outcomes for all children and young people.

The GIRFEC method supports three initiatives to help children's well-being and learning - Equally Well, The Early Years Framework and Achieving our Potential (for more information on these see the Scottish Government website www.scotland.gov.uk). It encourages professionals to make judgements based on the best relevant information, and supports appropriate early intervention. GIRFEC's approach should be reflected in all Government policy documents and initiatives affecting children and young people.

The GIRFEC Practice Model contains the well-being wheel shown here.

This illustrates the main ways in which children can be best supported to ensure their overall well-being. A child's well-being and other outcomes can be assessed against the eight indicators in this wheel: safe, healthy, achieving, nurtured, active, respected, responsible and included. For all children and young people to achieve their potential and become successful learners, confident individuals, effective contributors and responsible citizens - the aim of **Curriculum for Excellence** - they must each be helped to achieve the best they can according to these eight indicators. You can find out more about **Getting it right for every child** on the Scottish Government website - www.scotland.gov.uk/gettingitright. You can find information about **Curriculum for Excellence** from your child's school, Parentzone, Learning Teaching Scotland and the Scottish Government.



Reproduced with permission from [Supporting children's learning code of practice](#) (Scottish Government, 2010).

Eligibility for additional support



Children up to the age of three

Your education authority must provide appropriate additional support to help your child's development if they have additional support needs due to a **disability**. A practitioner employed by an NHS Board, you as a parent or someone from a support organisation could refer your child to the education authority. 'Disability' is defined in the **Equality Act 2010**. See Equality of opportunity, page 96.

The education authority can also provide additional support for children under three who have not been diagnosed with a disability but who may benefit from getting additional support early on; however, it is not legally obliged to provide that support.

Pre-school children

All three- and four-year-olds in Scotland are entitled to a funded part-time pre-school education place. The entitlement is from the beginning of the term starting after their third birthday. Sometimes a child can start pre-school from the date of their third birthday so it is worth asking about this.

Your education authority must identify whether your child has additional support needs and provide them with the appropriate support if they:

- attend a local authority nursery
- attend a nursery class in a primary school
- attend an independent/private nursery that is working in partnership with your local authority
- attend an independent/private nursery where your local authority is meeting the fees.

School-age children

Your education authority must identify whether your child has additional support needs and provide them with the appropriate support if they:

- ☉ attend or are registered with a school run by your authority
- ☉ receive education in another local authority school under arrangements made by your own authority
- ☉ have been placed at an **independent special school** or **grant-aided school** by your education authority.

Your education authority must provide your child with ‘adequate and efficient’ additional support so that they are able to benefit fully from their education. The term ‘adequate and efficient’ is taken from the **Education (Scotland) Act 1980**. In the ASL Act the focus is on individual provision directed to each and every child.

The only reasons a local authority might not provide a certain type of support to pre-school or school-age children is if it cannot because it is outwith its powers, or if the cost of the support is considered to be unreasonably high. This might be the case if:

- ☉ the cost of providing the support completely outweighs the benefits to your child
- ☉ suitable alternative support is available at a significantly lower cost
- ☉ the cost of providing the support, such as building new facilities, would completely outweigh the benefits to the wider community.

Education authorities should always consider whether the cost of providing your child with a certain type of support will benefit other children coming to the school in the future.

Children who are educated outside the home authority

If your education authority makes arrangements for your child to go to a school run by another authority, or an **independent special school** or **grant-aided school**, your education authority remains responsible for identifying and monitoring the additional support your child needs.

However, if your child attends a pre-school centre or school outside their local area via a placing request (see page 55), the host education authority is responsible for their education. This means the host education authority is responsible for identifying whether your child has additional support needs and for providing the additional support.

Children who are educated outside the public education system

If you have arranged for your child to attend an **independent school** or pre-school, a **grant-aided school** or have decided to educate them at home, this means your education authority is not responsible for their education.

Both you and the school or pre-school that your child attends have the right to ask your education authority to find out whether or not your child has additional support needs, and to assess what level of support they might need (see page 18). Your education authority can choose to agree to your request, and to provide the additional support, but it is under no legal duty to do so.

Early signs of additional support needs



It is important for children's additional support needs to be identified as early as possible so that appropriate support can be put in place. This can prevent further difficulties developing later and maximise learning opportunities.

The professionals who work with your child on a daily basis may identify a possible need for additional support. They should work closely with you if concerns arise.

However, you must always remember that, as a parent, you have knowledge and expertise about your child that is valuable to the professionals who work with them. You know your child's strengths, and you will also be aware of the areas in which they need extra support.

If you are concerned, you have the right to ask your education authority (generally in partnership with your school) to arrange an assessment to see if your child has additional support needs. If your child has additional support needs, you can also request a specific assessment at any time, such as an educational, psychological or medical assessment. More information on assessment is on page 18.

Children up to the age of three

Health professionals, such as your **health visitor**, **GP** or community **paediatrician** will be able to identify a **disability** early on, often at or just after birth. If your child is diagnosed with a disability and could benefit from early additional support to help with their development, a health professional, other professional or you could tell the education authority.

In these early years, you and the professionals may also notice other causes of concern such as difficult behaviour or a delay in learning to speak.

Pre-school children

Sometimes the first indication that a child may have additional support needs emerges when the child is attending a nursery or pre-school centre.

Early years staff, working in partnership with you, will have a key role in identifying whether your child may need extra support.

Others who come into contact with your child, such as a **paediatrician**, **social worker** or a particular type of **therapist**, may also notice these early signs. If they are concerned that your child may need extra support, they will first tell you and then the education authority.

School-age children

A teacher will normally identify children who need a greater level of attention or planning. For example, they may notice that a child has made a slow start in learning to read or that they are far more advanced than other pupils their age.

However, any professional who comes into contact with your child, such as a **social worker, school nurse or GP**, can raise their concerns with the education authority.

As a parent you may also bring your concerns to the teacher or the school.

Young people, aged 16 or over

Your child has the same rights as you if they are aged 16 or over. If they think they may need additional support and this has not been recognised by the professionals working with them, then they have the same right as you to ask their education authority to arrange assessments to find out if they do.

If your child does not have capacity, then as their parent you should ask for an assessment on your child's behalf.

At a glance: Early signs of additional support needs

You have the right to:

- ask your education authority to find out whether your child has additional support needs
- ask your education authority for a specific assessment at any time, if your child has additional support needs.

Your child's rights

- If your child is aged 16 or over, they have the same rights as you, listed above.

Education authorities must:

- make arrangements to identify children who have additional support needs
- comply with your request if you ask for particular assessments or to find out whether your child has additional support needs. It can only refuse if it considers your request unreasonable.

The assessment process



Assessment helps to identify whether your child has additional support needs and determines what kind of support they require.

The priority is always to identify your child's needs as early as possible and with as little disruption to their education as possible. This means that although 'assessment' sounds formal, most children's needs will be assessed informally as part of the nursery staff's or teacher's day-to-day work with your child. If your child's needs prove to be more complex, specialists may have to carry out more formal assessments.

The different levels and types of assessment are covered in this chapter.

Children up to the age of three

Information about your child is gathered and recorded as soon as they are born, first by a midwife and then by their **health visitor** or public health nurse.

The information from the health professionals in the early months will be used to decide what level of support the health service will need to give.

If any concerns about your child's development are identified, your child might be referred to a community **paediatrician**, a local specialist or children's hospital for further assessment. You and medical staff such as health visitors, GPs and paediatricians will probably be the first people to see that your child may need additional support when they go to pre-school or school. The education authority may become involved in assessing your child with a view to planning the move to pre-school education. The education authority can provide additional support for children under three who are not disabled but they do not have to do this.

Disabled children

If you have a **disabled** child, then an NHS practitioner, such as a **health visitor**, public health nurse, **GP** or community **paediatrician** can refer them to the education authority at this stage. Any other organisation or person, including parents, can bring a child to the attention of the education authority.

Professionals in health, education and social work will be in close contact with each other so your child may already be known to the education authority.

The education authority will decide whether to assess your child to find out if they have additional support needs and decide what support they require. If the education authority finds that your child does have additional support needs, it has a legal duty to provide support, unless you do not give your consent.

The education professionals who might work with you and your child could include a home visiting teacher. The support provided could also include support from health, social work or voluntary agencies. This support must have educational aims.

Pre-school and school-age children

All education authorities must make sure they have systems for identifying which pre-school and school-age children have additional support needs. In most cases, schools or pre-schools using the resources available to them will do this.

If necessary, **other agencies** such as social work, health or voluntary agencies will be called on to help out. Often a staged assessment approach will be used and the approach can vary across authorities. You as a parent have the right to ask for information about the method. It should look at all aspects of your child's circumstances that may be giving rise to additional support needs.

However, if you are concerned that your child might have additional support needs that are not being identified, you have the right to ask your education authority to assess your child to find out what those needs are. You should make your request in writing, by letter or email, or use any method that can be kept for future reference such as voice or video recording. Remember to include your reasons. The education authority must comply with your request unless it regards it as unreasonable; e.g. an assessment has been carried out recently and there has been no change in circumstances, or it may not be seen as being relevant given the child's circumstances. Education authorities also have a duty to make sure all parents are aware of their arrangements for identifying which children have additional support needs and must publish the arrangements. You can contact your education authority to find out its procedures.

Looked after children

If children are **looked after**, they are presumed to have additional support needs. This is the case unless the education authority assesses them and decides they do not need additional support to allow them to benefit from school education.

Assessment at school

Assessment of your child's abilities should be continuous and may occur in stages. It should involve gathering evidence of your child's progress, giving feedback on their strengths and areas where they need to improve, and planning next steps to make sure those improvements are made.

The assessment may also involve other teachers and professionals who know your child and should take account of all relevant aspects of your child's life.

You and your child should be involved in setting learning goals and discussing progress in achieving them. You can discuss your child's progress at a parents' evening or arrange an informal meeting with their teacher.

If your child has any difficulties, if they need more attention or more help with their work, then they are likely to come to the teacher's attention as a result of these day-to-day assessments.

This fairly informal method aims to help identify and resolve any problems as early and as quickly as possible. It could avoid the need for a formal referral to a specialist service, which can take time and be disruptive for your child.

However, if this fails to determine what support your child requires, the school may need to get help from other **appropriate agencies**, such as health or social work services, which can carry out specific types of assessment (see page 22). You too can ask for a specific type of assessment for your child (see page 24).

Getting help with assessment from outside school

Schools have access to an increasingly wide range of specialist support services. This includes professionals with a wide range of knowledge and expertise in education, social work and areas of health, including psychology. The school can ask these professionals to use their expertise to help assess your child's needs and suggest how it can help.

Both you and the school can ask for help from more than one **appropriate agency**. If there are different agencies involved in this consultation, according to the **Getting it right for every child** approach, a **lead professional** should act as a co-ordinator and make sure your views and your child's views are taken into account. This should avoid you and your child having to repeat information and tasks.

Specific types of assessment

If your child's school has asked for help from an **appropriate agency** for a specific type of assessment, the agency must comply, unless certain exceptions apply. These are:

- ☉ if the request is incompatible with the agency's own statutory or other duties, or
- ☉ if it unduly prejudices the agency's discharge of its own functions (in other words, it impairs its ability to do its work).

The appropriate agency must respond to a request for help, including an assessment request, within ten weeks of the date of the request for help. There are statutory exceptions to this including that the child or young person failed to keep an appointment or the assessment cannot take place.

For further information phone Enquire.

You also have the right to ask for a specific type of assessment for your child. If your child is aged 16 or over, they have the right to make the request themselves.

The law does not allow you to ask that the assessment be done by a certain individual or organisation. Your education authority makes the decision. You can pay for a private assessment yourself from a particular organisation or professional and then pass the assessment to the education authority. Your education authority must, by law, take it into account.

If you want some help to ask for a particular type of assessment, you can contact a supporter or an advocate (see page 80).

The following may be useful if you are not sure what type of assessment your child may need.

Psychological assessment

An **educational psychologist** employed by your child's local authority will usually carry out a psychological assessment. They have expertise in teaching methods and psychology and will assess your child's progress at school, taking into account all relevant circumstances. As with other assessments, educational psychology assessments can be formal or informal, and may involve discussion with teachers, other professionals and you.

Your child might benefit from this type of assessment if they are not making the progress expected of them at school or are having difficulties with learning, and teachers are not sure what to do.

Educational psychologists provide help and advice to schools, teachers and parents on how to help children learn and develop. They can identify a range of difficulties and disorders and provide advice on the learning environment.

In some cases they may need to get advice from other psychologists with different expertise, such as a **clinical** or **occupational psychologist**.

Health assessment

A health assessment or examination will be carried out by a relevant health professional. This may be a nurse, community- or hospital-based **paediatrician**, **therapists** such as **speech and language therapist**, **occupational therapist**, **physiotherapist**, **orthoptist**, **audiologist**, or **clinical psychologist**, who can all offer advice to you and the school on your child's health needs.

Enquire has more information in **Factsheet 7: Who provides extra support for children's learning?**

The range of assessments conducted by health professionals can include any aspect of physical health or development and its effect on education. This could go beyond ill health to include concerns over movement, growth, posture, speech and language skills or mental health.

Social work

A social work assessment will be carried out by the social work department and will consider how specific issues in your child's life are affecting their education.

The assessment may say that your child needs, for example, support at home or in the community, welfare benefits and social support; or there may be a need to help with family conflict or breakdown, loss or bereavement, challenging behaviour, or mental or physical health problems in the family.

Using the voluntary sector

Several voluntary organisations in Scotland have expertise in particular areas. They may be able to offer specialist assessments or advice, but have no statutory duty to do so, unlike **appropriate agencies** such as health and social work bodies. You will find contact details for many of these voluntary agencies at the back of the guide (see page 103).

How to request a specific type of assessment

If you want a specific type of assessment by the education authority, you must ask for it using any method that can be kept for future reference. This could include a letter, email, CD, tape or video recording.

You should explain what assessment you would like your child to have, such as educational, psychological or medical, outlining why you believe it is necessary. If you are unsure about the process, contact your education authority - it will have a contact person for you to speak to. The education authority must ensure that you know how to request an assessment for your child.

You can ask for a specific assessment when you ask the education authority to consider whether your child has additional support needs or when you ask them if your child requires a co-ordinated support plan. Also, once it has been established that your child has additional support needs you have the right to request an assessment at any time, if you feel this is necessary.

What to do if your request for specific types of assessment is refused

Your child's education authority must honour your request for an assessment, unless it considers it unreasonable.

All requests are judged individually. As a guide, a request may be considered unreasonable if it:

- may not be seen as relevant, given the child's or young person's circumstances
- may be unnecessary as there has not been a significant change in the child's or young person's circumstances since an earlier assessment
- seems badly timed, e.g. it is too soon after a previous request
- may repeat previous assessments.

If the education authority refuses your request for an assessment or examination, it must tell you why.

Carrying out assessments

All assessments may involve:

- observing your child in day-to-day situations, such as in the classroom and sometimes at home
- individual work with your child
- discussions with you
- discussions with others who know your child well.

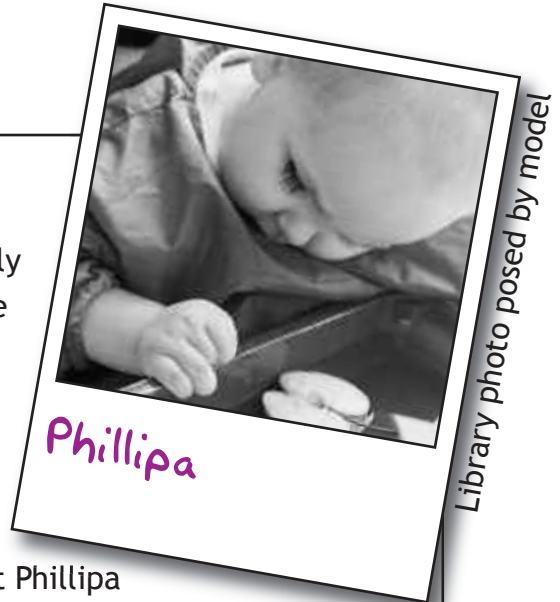
Whatever level or type of assessment is being used to identify your child's additional support needs and determine what support they require, it should consider the following:

- The whole child. Home life or health needs, for example, could both be affecting their ability to learn. This may mean contacting and meeting other professionals who are involved with your child, such as a **social worker** or **GP**.
- Any advice or information given by **other agencies** or professionals involved with your child. An education authority must also seek information and advice from other agencies if necessary.
- Information from any previous assessments that your child has had. This includes any assessments that you have arranged yourself.
- Any advice or information given by you or your child.
- Your child's preferred method of communication. For example, assessments of bilingual children should take into account their level of skill in their first language as well as in English. Please refer to page 74 for more information.

Phillipa's story

Phillipa is one year old and she has had complex medical needs from birth and now has significantly delayed development. Phillipa's mum and dad are worried about Phillipa reaching developmental milestones and are in regular contact with the paediatric team at their local hospital. Phillipa has been referred to the education authority by the staff from this team who are part of the NHS Board. They will consider whether they think that Phillipa has additional support needs arising from her disability and needs to be assessed. A community assessment team consisting of an early years home-visiting teacher, health visitor, GP and paediatric consultant is co-ordinating a support package for Phillipa and her family. Phillipa's mum and dad are in contact with the parent support group based at the hospital which organises family events and offers practical and emotional support. A speech and language therapist is also advising Phillipa's mum and dad on activities to help develop Phillipa's language.

It is clear that her needs are complex and long term and will require significant support from different professionals. It has been agreed that in addition to the current additional support, a co-ordinated support plan will start to be prepared before her third birthday.



Children who are educated outside the home authority

If your education authority makes arrangements for your child to go to a school run by another authority, or an **independent special school** or **grant-aided school**, your education authority remains responsible for identifying and monitoring the additional support your child needs.

However, if your child attends pre-school or school outside their local authority area via a placing request (see page 55), the host education authority is responsible for their education. This means the host education authority is responsible for identifying whether your child has additional support needs and for providing the additional support.

Assessment procedures may vary from area to area, but the same principles will apply. Please see the section on carrying out assessments above.

Children who are educated outside the public education system

If you have made your own arrangements for your child to attend an **independent** or **grant-aided school**, or to educate your child at home, you still have the right to ask your education authority to identify whether your child has additional support needs and determine what level of support they require. However, although your education authority can choose to comply with your request, it does not have to do so. If it does assess your child, it must give you advice and information on what type of support your child requires. If it fails to provide you with advice and information, the failure can be referred to mediation.

Your education authority may ask you if it can assess your child to find out if he or she has additional support needs. It will only do this if concerns about your child have been brought to its attention. Normally it will seek your consent before making an assessment.

At a glance: The assessment process

You have the right to:

- ask your child's education authority to find out whether your child has additional support needs
- request a specific type of assessment or examination (or both) for your child at any time, including when the education authority proposes to formally identify whether your child has additional support needs, or requires a co-ordinated support plan
- receive information or advice about your child's additional support needs.

Your child's rights

- If your child is aged 16 or over, they have the same rights as you, listed above.

Education authorities must:

- make arrangements to identify children who have additional support needs. It can get help from other agencies to make sure it can achieve this
- meet your request if you ask it to find out whether your child has additional support needs. It can only refuse if it considers your request unreasonable
- publish, and keep updated, information on its arrangements for identifying children who have additional support needs
- take account of any advice or information that is provided by you, your child or other agencies when it is assessing your child.

Providing additional support



Depending on your child's needs, which will be identified using assessment procedures outlined in the previous chapter, different kinds of support are available. The additional support might be an approach to learning and teaching, support from staff, or resources.

Where possible, the support your child receives will be given in ways that do not make them feel singled out. It should be integrated into their everyday life at pre-school or school.

Children up to the age of three

The support will depend on your child's circumstances. At this early stage its purpose will be to help with your child's development and prepare them for pre-school and school. For example, a home-visiting teacher may advise you about suitable activities you can do with your child to help them with their development and learning. The teacher may also suggest your child attends a nursery.

An **action plan** may be drawn up that details what support your child needs and how you can contribute.

A **lead professional** or key worker, someone who has regular contact with your child, should be chosen from the education authority or one of the **other agencies** that are involved in supporting your child. This person should be the single point of reference for you and other professionals. Your **health visitor** or your **social worker** could be the lead professional.

The details in your child's action plan will feed into any future educational plans for your child.

Pre-school children

The support will depend on your child's circumstances, but often it will be the same or similar to the support provided in schools, see below.

School-age children

One or several of these methods may be used to support your child. Additional support can be provided in different places, not just at school. For example, your child may receive support in hospital or at a social work centre.

Adapting the curriculum

Example: a very able child in the later stages of primary school gets access to the secondary school mathematics curriculum.

Individual or small group teaching

Example: one-to-one or small-group tutorial will be given by the school's support for learning teacher to help with a reading difficulty.

Group work support in the school

Example: a group of children working together at the same reading level or a particular project to develop social interaction.

Specific support from a classroom assistant, additional support needs assistant or behaviour co-ordinator

Example: helping a child understand a task and keeping them on track.

Support from a visiting teacher

Example: support is provided by a visiting English as an Additional Language (EAL) teacher for a child whose first language is not English.

Differentiation of the curriculum, including resources and materials

Example: particular resources such as computers are made available to enable children to access curriculum materials in a more suitable format. Breaking down work into smaller chunks can enable children with attention deficit hyperactivity disorder (ADHD) to perform a variety of tasks.

Adaptations to school buildings

Example: a school may make certain adjustments, such as better signage to help children with visual impairment find their way around. See page 97 for further information about the rights of children with disabilities.

Peer-support arrangements such as buddying, paired reading and circle time

Example: children with social and emotional difficulties are set up with a network of older pupils who buddy up with them at lunchtime and playtimes to help them join in with their peer group and socialise.

Therapist within school

Example: a speech and language therapist devises a series of exercises that the teacher can use in the classroom when working with a child who has a particular language disorder.

Teacher takes advice from a specialist

Example: the class teacher helps a child with behavioural difficulties by following a behaviour management programme drawn up with a behaviour support teacher.

Attending a special unit

Example: some children may benefit from attending a unit in the school on a full-time or part-time basis. This may be because the particular type of support required is not usually provided in the classroom, or a child's needs would be better met by a part-time placement in a mainstream setting.

Attending a special school

In some cases, a special school may be better equipped to meet your child's needs. See **Choosing where your child will be educated**, page 52.

Planning your child's additional support

Depending on your child's needs, different levels of planning will be required to make sure their learning needs are met and to arrange the support they receive. The guide does not go into much detail on personal learning planning and individualised educational programmes because methods may vary from school to school. You can get more information about providing support from the Learning and Teaching Scotland website www.ltscotland.org.uk/supportinglearners

Personal learning planning (PLP)

"All children with additional support needs should be engaged in personal learning planning and for many this process will be sufficient to address their additional support needs."

(Supporting children's learning code of practice 2010)

Personal learning planning (PLP) sets out aims and goals for your child to achieve that relate to their own circumstances. They must be manageable and realistic and reflect your child's strengths as well as their development needs. Monitoring your child's progress in achieving these aims and goals will determine whether additional support is working.

The school should arrange for your child to regularly discuss their progress in achieving their learning goals with a member of staff. If possible, your child should note what has been discussed and decided at these meetings, with the help of staff.

If a particular type of support is not helping them achieve their aims and goals, an alternative approach should be explored. Both you and your child should be fully involved in PLP, including setting aims and goals and monitoring progress.

You will be able to discuss your child's progress during meetings or informal conversations with their teacher or other staff. You will be best placed to help your child if you are clear about their learning goals.

For many children, PLP will be enough to arrange and monitor their learning development. However, if required, their PLP can be supported by an individualised educational programme (see below).

Individualised educational programmes (IEPs)

If your child requires more detailed planning for their learning than can be made through personal learning planning, they may have an individualised educational programme (IEP). An IEP describes in detail the nature of a child's or young person's additional support needs, the ways these are to be met, the learning outcomes to be achieved and specifies what additional support is needed.

In some authorities these plans have a different name, ask your child's school or Enquire for more information.

An IEP may include tasks that can be done at home to help your child's progress. As with all plans both you and your child should be fully involved in developing their IEP and monitoring their progress.

Support from **other agencies** such as health, social work, or voluntary agencies may be required. If so, the relevant agencies should be involved in developing your child's IEP so that the work is properly co-ordinated.

You will be able to discuss your child's progress during meetings or informal conversations with their teacher or other staff. You will be best placed to help your child if you are clear about their learning goals.

Co-ordinated support plans (CSPs)

Your child might need a co-ordinated support plan (CSP) to organise their support if:

- they have support needs as a result of complex or multiple factors that have a significant adverse effect on their school education
- supporting them requires high levels of involvement from one or more **appropriate agencies** such as health, social work services or the education authority, and
- their support needs will last more than one year.

Unlike personal learning planning and individualised educational programmes, a CSP is a legal document. It aims to ensure that the different professionals involved in providing support work together and the support is properly co-ordinated. It is an action plan for everyone involved, including you and your child. To find out more about CSPs, and why your child may need one, turn to page 38.

How education plans fit in with other plans

The Scottish Government aims for each child in the future to have just one plan, in line with the **Getting it right for every child** approach.

However, until this is in place, children may have more than one plan. As well as the education plans above, there are health plans and care plans, for example. Any education plan that your child has should take into account information in other plans. Likewise, other plans should always take into account the aims and goals set out in your child's education plan.

Jack's story

Jack is seven and has recently been diagnosed with attention deficit hyperactivity disorder (ADHD), his mum has recently left the family home and there is alcohol abuse in the family. So Jack has found it difficult to engage in school life. The school is aware of Jack's home life and has been working with the family social worker.

Jack's school have recently written an individualised educational programme (IEP) for Jack. It was clear that Jack needed some help to stay in school and manage his anger. The school also needed to work on how it set tasks for Jack and make sure that everyone was consistent in their approach to supporting Jack.

Jack's dad went to the school to discuss the IEP and say what he thought about the targets that could be set for Jack to achieve. Jack's IEP was drawn up in consultation with Jack's dad and Jack was asked what he thought. The family social worker was there also as Jack's dad had asked for a bit of support at the meeting. Targets were set mainly in personal and social development and focused on supporting Jack to engage with his classmates and manage his behaviour in class. It was decided that a classroom assistant should work with Jack in the afternoons, giving him smaller more manageable tasks to complete relating to the goals in his IEP.



Monitoring and reviewing support

Your education authority must keep your child's additional support needs under review and monitor the effectiveness of the support they are receiving.

This will be done by monitoring your child's progress in achieving the aims, goals and targets that have been set through PLP, their IEP or their CSP.

Other agencies, such as health, social work services or voluntary organisations may be involved in monitoring your child's progress if they are providing support.

If your child is not making adequate progress, their needs should be reassessed and appropriate support provided.

All learning plans should be reviewed regularly. The law sets out some specific arrangements for reviewing CSPs. For more information about the review of co-ordinated support plans turn to page 49.

Children who are educated outside the home authority

If your education authority makes arrangements for your child to go to a school run by another authority, or **independent special school** or **grant-aided school**, your education authority remains responsible for identifying and monitoring the additional support your child needs.

However, if your child attends a pre-school centre or school outside their local area via a placing request (see page 55), the host education authority is responsible for their education. This means the host education authority is responsible for identifying whether your child has additional support needs and for providing the additional support.

Children who are educated outside the public education system

If you have arranged for your child to attend an **independent school** or **grant-aided school**, or to educate your child at home, your education authority can choose to provide additional support for your child, but is not legally obliged to do so. You have the right to ask your education authority to assess your child to find out if they have additional support needs (see page 18). You also have the right, and so does the manager of your child's school, to ask your education authority to establish whether your child would require a co-ordinated support plan (see page 38).

At a glance: Providing additional support

You have the right to:

- ☉ receive advice and information about your child's additional support needs.

For more information on your rights relating to co-ordinated support plans, see 'At a glance' on page 50.

Your child's rights

- ☉ If your child is aged 16 or over, they have the same rights as you, listed above.

Education authorities must:

- ☉ provide 'adequate and efficient' additional support for each pre-school and school-age child who has additional support needs. This is subject to the exceptions shown on page 12
- ☉ provide appropriate additional support for disabled children under the age of three who have additional support needs because of their disability
- ☉ monitor the adequacy of additional support that they are providing for individual children
- ☉ publish, and keep updated, information on their arrangements for addressing and monitoring children's additional support needs
- ☉ provide a co-ordinated support plan for children who require one and keep this under review.

Co-ordinated support plans



Co-ordinated support plans are legal documents so all education authorities must follow the same detailed rules and regulations.

Children under the age of three

Co-ordinated support plans may be prepared for children from the age of three. If, below this age, your child has additional support needs and your education authority has agreed to provide the necessary support, they may have an **action plan** (see page 30). Information in this plan will help you and the professionals working with you to decide if they need a co-ordinated support plan to manage their support when they start pre-school or school.

Pre-school and school-age children

Why your child may need a co-ordinated support plan

Most children with additional support needs will not require a co-ordinated support plan to manage their additional support. The law states that your child should have a co-ordinated support plan if their additional support needs arise from complex or multiple factors, are likely to last for more than one year, and they require a high level of support from education and services outside education such as social work or health. Children will have to meet all the criteria to qualify for a co-ordinated support plan.

Complex factors

A complex factor is one that **“has, or is likely to have, a significant adverse effect on the school education of the child or young person”** (Supporting children’s learning code of practice 2010).

A complex factor could arise from severe learning difficulties, a sensory impairment such as blindness, or a physical **disability** such as cerebral palsy. It is the impact on the child or young person’s learning that is important, however, and not the diagnostic label alone. Something that has a significant and adverse effect on one child’s school education could have little or no effect on another child. A guide to why some children may need additional support is on page 6.

Multiple factors

“Multiple factors are factors which are not by themselves complex factors but, when taken together, have or are likely to have, a significant adverse effect on the school education of the child or young person.”
(Supporting children’s learning code of practice 2010)

One example of this is a child who is having problems at school due to the combined effects of a mild sensory impairment and the pressure of being a young carer at home. These factors may have a significant adverse effect on their education.

Likely to last for more than one year

The professionals who assess your child will have to judge whether their additional support needs are likely to continue for more than one year. One example of this is a child with a long-term debilitating illness such as muscular dystrophy.

Requires significant additional support from education and one or more appropriate agencies

To benefit from their school education, some children will need a high level of support from education and, in addition, from social work services or one or more **appropriate agencies**, such as Health Boards. Professionals will consider things like how often your child will need a certain type of support, how intensive that support needs to be and how many different professionals, perhaps from a variety of agencies, need to be involved. A co-ordinated support plan will help bring this all together.

When deciding whether your child needs a co-ordinated support plan, the education authority must:

- ☉ find out what information is available from **other agencies** that have worked with your child
- ☉ take account of assessments your child has had, including any private ones you have arranged
- ☉ consider your views and your child's views. It must take this information into account.

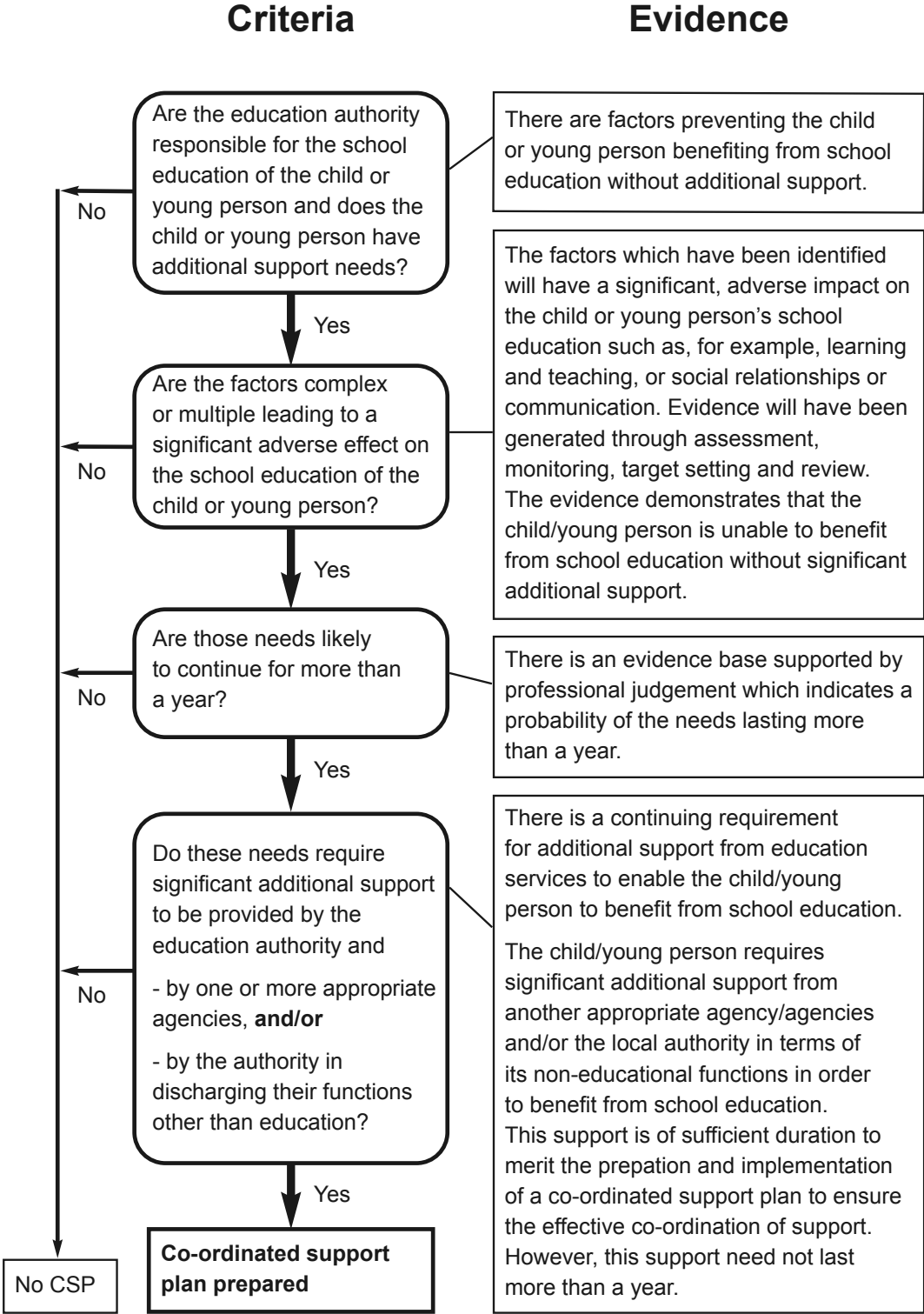
You have the right to ask the education authority to establish whether your child needs a co-ordinated support plan. You might do this if you believe that your child does require one and this has not been picked up by the professionals working with them. Your child can make this request themselves, if they are aged 16 or over.

If your child is being assessed for a co-ordinated support plan, you can also ask the education authority to refer your child for a specific type of assessment to help decide if a co-ordinated support plan is needed. More information on types of assessments available and how to request them is on page 18 and in **Enquire Factsheet 13: Co-ordinated support plans**.

The education authority must comply with the request unless it considers that the request is unreasonable. If so, it must inform you why; for example, it is an inappropriate type of assessment for your child's circumstances (see chart on page opposite).

40 : Co-ordinated support plans

Is a co-ordinated support plan required?



Adapted from [Supporting children's learning code of practice](#) (Scottish Government, 2010).

Kemal's story

Kemal, a refugee from Iraq, has recently arrived in Scotland with his family. Kemal is 10 and is on the autistic spectrum. This, combined with his family's circumstances and the fact that English is not his first language, means he has multiple, ongoing additional support needs.

The family get intensive support from a specialist social worker and significant input from a voluntary agency to help them settle in Scotland. The education authority and all professionals working with the family agreed to begin the assessment process with a view to preparing a co-ordinated support plan for Kemal.

The assessment process involved Kemal's social worker, parents, the school, the educational psychologist, the English as an additional language service and the voluntary agency specialising in refugee family support. The assessment team decided that Kemal's needs and circumstances required a co-ordinated support plan. This plan will make sure the support Kemal receives is effectively co-ordinated across the organisations and agencies supporting him.



Kemal

Library photo posed by model

The information in a co-ordinated support plan

A co-ordinated support plan will contain:

Your child's strengths

This section will provide an overall picture of your child including their skills and capabilities, the activities they like to do and how they like to learn.

Why your child has additional support needs

This section will describe all the factors giving rise to your child's additional support needs and how they are affecting their development and ability to learn. For example, it may outline how a particular learning difficulty is affecting their schoolwork or how life outside school may be affecting their school progress.

Your child's educational objectives

Your child will have certain aims and goals to achieve. They will be aims and goals to suit your child's strengths and needs, to help them grow and develop. Professionals may use the experience outcomes in **Curriculum for Excellence** as a starting point but should also use all the assessment information available. For example, they may include learning particular social or communication skills, learning to travel, or how to feed and dress themselves. Alongside these there may be very specific goals, such as reaching a certain level in language or mathematics. Short-term targets will still be dealt with through an individualised educational programme or other learning plan (see page 33).

What support is needed to help your child achieve their objectives

This section will provide specific details of teaching and other staffing arrangements, appropriate facilities and resources, and particular approaches to learning and teaching. This could include additional staffing or therapy time, or changes to the curriculum. Support provided by other agencies may also be included, e.g. from social work or voluntary organisations.

Who will provide your child's support

This section will detail which professionals will be involved in helping your child. It will not name them, because the staff may change, but it will list, for example, 'visiting teacher of deaf children', 'speech and language therapist', 'clinical psychologist', 'classroom assistant' or 'social worker'.

Details of the person responsible for co-ordinating your child's plan

A CSP co-ordinator will be appointed by the education authority to be 'in charge' of your child's co-ordinated support plan.

The co-ordinator will have experience in planning and providing support for children and young people with additional support needs. The co-ordinator could be the head teacher, an **educational psychologist**, a **social worker**, a **therapist** from health or the person who has already been appointed the **lead professional**. The choice of co-ordinator will depend on the needs of the child and the person best placed to co-ordinate the agencies involved.

The co-ordinator will be responsible for working with all the people involved in helping your child and ensuring the necessary support is provided.

The education authority will decide who the co-ordinator will be for each individual plan. While the education authority should seek and take account of your views and the views of your child, it does not need your agreement to appoint a co-ordinator.

Additional information:

- ☉ The name of your child's school.
- ☉ The name, address and telephone number of the person who will co-ordinate the additional support set out in the plan.
- ☉ A contact person in the local authority who you or your child can contact for advice or further information.
- ☉ Your and your child's comments.
- ☉ A date for review of the plan.

Your child's co-ordinated support plan is confidential but will be available to the team working with your child. A copy will be held by the education authority, your child's school, you and your child if they are aged 16 or over. Apart from the team of professionals who are involved in providing your child's support, the information in it should not be seen by anyone without your permission or, if they are aged 16 or over, your child's permission.

There are times when its contents can be disclosed without your permission. These include the following situations:

- When schools and education authorities are being inspected (including nurseries and pre-schools), government inspectors may ask to see a sample of co-ordinated support plans.
- When the Additional Support Needs Tribunal is considering your child's co-ordinated support plan (see page 92).
- When Scottish Ministers are considering a complaint against an education authority regarding its failure to carry out a duty under Section 70 of the [Education \(Scotland\) Act 1980](#). For more about this please see [Enquire Factsheet 4: Resolving disagreements](#).

The Co-ordinated Support Plan Regulations also allow an education authority to disclose a plan or extracts to people it thinks should see them in the interests of the child or young person, and to the Principal Reporter of the Children's Hearing System.

If it is decided your child does not need a co-ordinated support plan

The education authority must inform you of its decision in writing and explain the reasons.

The education authority must still make adequate and efficient provision for your child's additional support needs. This might be managed through personal learning planning, an individualised educational programme or similar plan (see page 33).

However, if you disagree with the decision, you have the right to appeal to an Additional Support Needs Tribunal (see page 92).

How your child's co-ordinated support plan may be prepared

Step 1

You and your child, if they want to, will attend a meeting with staff at their school. Other professionals from different agencies who may be involved in providing support for your child will also attend. If your child does not want to attend meetings or feels unable to, their views must still be sought and considered.

This is an opportunity for you both to give your views and provide any information that you think may be helpful in preparing the plan (see **Being involved in making decisions**, page 78, for more information on giving your views and the support you can get to do this). The education authority must find out what your views are and what your child's views are, and take them into account. Have a look at step 2. It may give you some idea about the kind of things you'll want to comment on.

Step 2

A working version of the plan will be drawn up. The professionals responsible for doing this, under the lead of an education authority officer, must consider:

- ☉ why your child needs additional support
- ☉ what support they are already getting
- ☉ any aims or goals that your child is working towards at school and how education and the **appropriate agencies** involved will help your child achieve them
- ☉ information and advice that you or your child have given
- ☉ information and advice from **other agencies**
- ☉ information from other assessments your child has had, including any that you have privately obtained
- ☉ which agency will be responsible for providing a particular kind of support
- ☉ the school your child will attend
- ☉ the person in the education authority you can contact for advice and information about your child's plan.

Step 3

The education authority may ask for further meetings if they need to discuss/change the draft plan.

Step 4

After discussion, the revised plan will be prepared and sent to everyone involved, including you or, if they are aged 16 or over, your child for final comments.

Step 5

Further changes are made if necessary. Once everyone involved agrees with the final plan, the education authority signs it. A copy is sent to you or, if they are aged 16 or over, your child. At this stage you will be given information about rights of appeal to the Additional Support Needs Tribunal (see page 92).

Step 6

A date is set to review the plan, which will normally be one year later. An earlier review may be carried out if circumstances change enough to warrant it.

Step 7

A co-ordinator is appointed if one is not already in place.

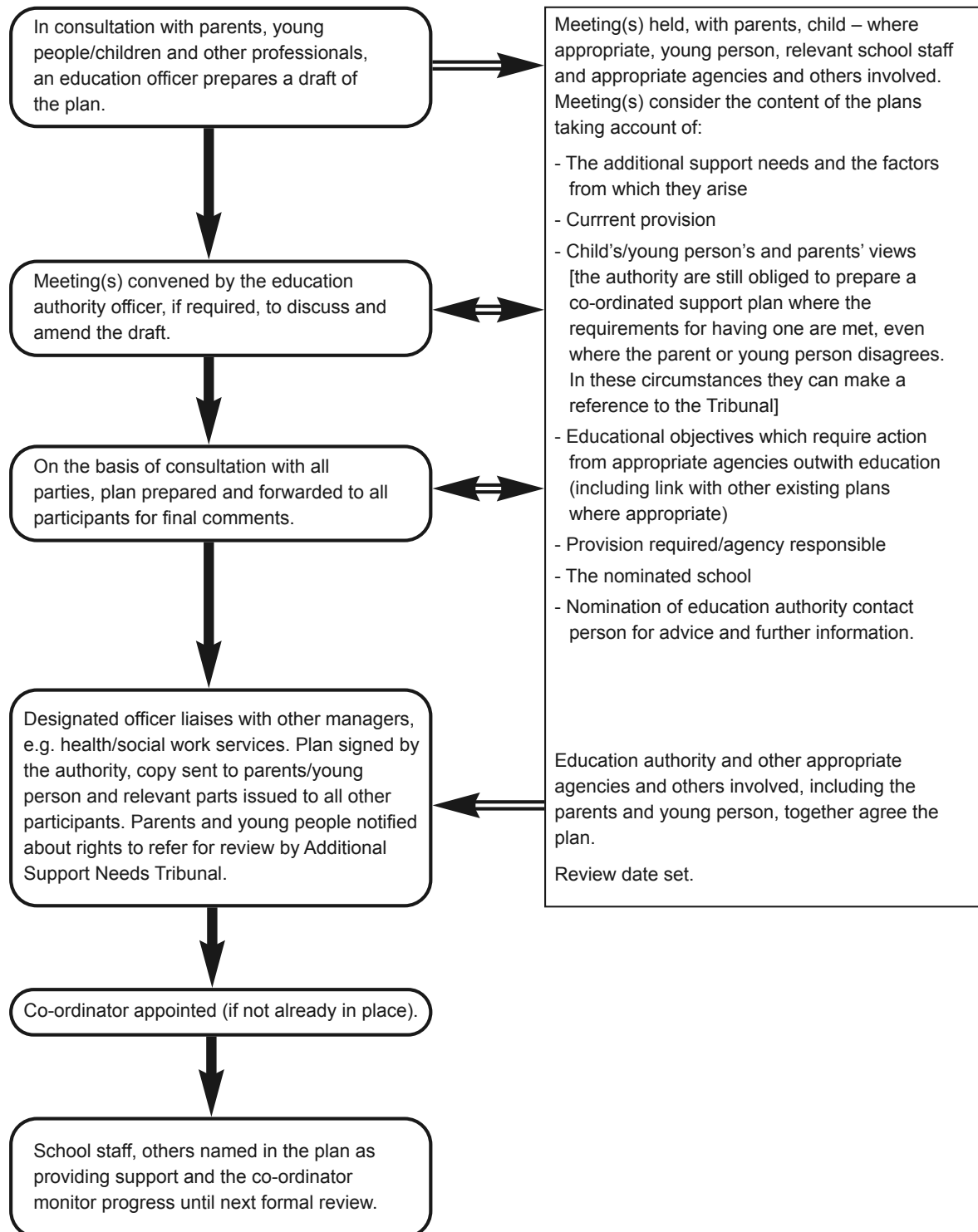
Timescales

It should take no more than 16 weeks for the education authority to prepare your child's co-ordinated support plan. Exceptions to the 16-week time limit include:

- where you have made a request for a specific type of assessment (see page 24) and the assessment or examination cannot take place or the result will not be available within 16 weeks
- the education authority has asked another agency, such as health, for help and the agency has not responded in time.

If there is a delay, the education authority must tell you and must set a new date for completion of the process. The time for preparing the plan should not be exceeded by longer than is reasonably necessary and, in any event, should not be more than 24 weeks.

Preparing a co-ordinated support plan



Adapted from **Supporting children's learning code of practice** (Scottish Government, 2010).

Monitoring and reviewing your child's co-ordinated support plan

Your child's co-ordinated support plan must be reviewed every 12 months to ensure that the support it describes is still appropriate for your child's needs. You will be invited to a review meeting. Remember that you can have a supporter or an advocate with you at the meeting if you feel you need any help (see page 80). The review meeting will consider:

- if the aims and goals set out in your child's plan have been achieved
- any new aims and goals that need to be set and what support will be needed to help your child achieve them
- whether there has been any change in the circumstances that have led to your child's additional support needs.

If you think your child's circumstances have changed significantly during the year, it may be decided that they no longer need the co-ordinated support plan or that the plan should change. If this happens, an early review meeting may be called. You have the right to request an early review meeting if you believe this is the case. You can get more information about meetings on page 84.

If you are unhappy with any decision about your child's co-ordinated support plan

If you disagree with any decisions that your education authority makes about your child's co-ordinated support plan, you can use free local mediation services to try to resolve the matter early on. However, if the disagreement cannot be resolved this way you, or your child if they are aged 16 or over, have the right to appeal to the Additional Support Needs Tribunal.

Children who are educated outside the home authority

If your education authority arranges for your child to go to a school run by another authority or an **independent special** or **grant-aided school**, then your education authority is responsible for establishing whether they need a co-ordinated support plan, for developing the plan, and for monitoring and reviewing your child's progress.

If your child attends a school outside your local area as a result of a placing request, then the host education authority is responsible for establishing whether they need a co-ordinated support plan, for developing the plan and for monitoring and reviewing your child's progress.

Children who are educated outside the public education system

If you have arranged for your child to attend an **independent** or **grant-aided school** or to educate your child at home, then you, your child if they are aged 16 or over, or the manager of your child's school can ask your education authority to find out whether your child would need a co-ordinated support plan and what type of support would be detailed in it. The education authority can choose to meet that request, but is not legally obliged to do so.

At a glance: Co-ordinated support plans

You have the right to:

- ask the education authority responsible for your child's education to find out whether your child requires a co-ordinated support plan, and to review an existing plan
- request a specific type of assessment and/or examination for your child to find out whether they require a co-ordinated support plan
- be asked for your views and have them taken into account and noted in your child's co-ordinated support plan
- receive a copy of your child's co-ordinated support plan
- have your case heard by an Additional Support Needs Tribunal if you are involved in a dispute relating to a co-ordinated support plan.

Your child's rights:

- If your child is aged 16 or over, they have the same rights as you, listed above.

Education authorities must:

- provide a co-ordinated support plan for children who need one and keep this under review
- seek and take into account advice and information from other agencies, parents and the child when assessing a child to find out if they need a co-ordinated support plan
- monitor and review the adequacy and provision of support in a child's co-ordinated support plan
- publish, and keep updated, information on their arrangements for identifying children who need co-ordinated support plans
- have arrangements for resolving disputes about co-ordinated support plans
- publish, and keep updated, information on resolving disputes about co-ordinated support plans.

Choosing where your child will be educated



Choice of provision

Education can be and is provided in a number of settings. This chapter outlines these settings and what you can expect each to provide.

Mainstream

All education authorities must provide education to all children in mainstream schools and pre-school centres unless particular circumstances apply. This was made law by the Standards in Scotland's Schools etc Act 2000. The law says the exceptions to this are:

- ☼ where a mainstream school would not be suited to the ability or aptitude of the child
- ☼ where provision of education to the child in a mainstream school would be incompatible with the provision of efficient education to those with whom the child would be educated
- ☼ where the placing of the child in a mainstream school would result in unreasonable public expenditure being incurred that would not ordinarily be incurred.

Most children with additional support needs will be educated in their local mainstream schools, which are able to cater for an increasingly wide range of needs. Generally, the school will be in the 'catchment area' set by your education authority.

If your child's needs are more complex, one of the options listed on the following pages may be more suitable.

Special school

These schools provide for children with particular needs such as physical or sensory disabilities, behaviour problems or learning difficulties. Specialist support services and facilities are often located in special schools and teachers may have a specialist qualification or experience in teaching children with particular complex needs. Class sizes also tend to be smaller than in mainstream schools. A number of special schools are **independent** or **grant-aided**.

If your child does attend a special school, it may be outside their local area. To help get them involved with their local community, the school may arrange for them to have some lessons in their local mainstream school, referred to as a dual or split placement.

Special unit or learning base attached to a mainstream school

These offer some of the services of special schools, but in a mainstream setting (see above). Children may be taught full-time in the unit, for part of the day within the unit, or support may be provided in a classroom by staff from the base.

Residential school

Residential schools will generally provide for children who have complex educational needs and extensive care needs that could not be met in a mainstream environment. Residential schools offer a range of services that provide for all of the child's needs. Children may be placed in a residential school setting for a number of reasons including geographical access to a very specialised provision, complex medical difficulties or the effect on the child's family of meeting complex needs.

Home- or hospital-based education

If your child is unable to attend school as a result of a chronic medical condition, alternative arrangements must be made by your education authority to ensure their education and additional support needs are met. This may mean being educated out of school, at home, in a hospice or in hospital if they have been admitted for a period of time.

Home schooling

As a parent, you have a legal right to choose to educate your child at home. The law says you must make sure your child receives efficient education suitable for their age, ability and aptitude.

If your child is enrolled in a local authority school and you decide to home-educate your child, you must seek the consent of your education authority to withdraw him or her. Write to your local Director of Education, enclosing an outline of how you intend to provide an efficient education for your child.

If your child has never been enrolled in a local authority school, then you do not have to inform your education authority of your intention to home-educate.

For more about home education, contact Schoolhouse at **www.schoolhouse.org.uk**

Approximately one year before your child reaches school age, your education authority may discuss the options open to you. If your child's needs could be met at the local mainstream primary school, they will be offered a place there. If not, the education authority will discuss all possible alternatives with you.

If you do not get a letter or see an advertisement by the end of the February before the start of the next academic year, you should contact your education authority.

A similar procedure will happen when it comes to your child moving from primary to secondary school.

You should be involved in helping to decide what school your child is to attend. It is important that you feel confident your child will attend a school that can meet their needs and, most important, where your child will be happy.

Your education authority could arrange for you to visit possible schools or you could speak to staff at the school and other relevant professionals.

Placing requests

If your child has additional support needs and you decide you do not want to send them to the local catchment area school or the particular school that the education authority is recommending, then you can make a **placing request** for your child to attend a different school.

You can make a request for your child to attend:

- a school or pre-school centre in Scotland that is run by an education authority
- an independent nursery in Scotland that is working in partnership with an education authority
- an **independent special school** or a **grant-aided special school** in Scotland
- a school in England, Wales, Northern Ireland or outwith the UK that provides support wholly or mainly for children with additional support needs.

You cannot request a place in any independent or grant-aided school that is not a special school.

Your right to request a place in a school applies at any time until your child reaches school-leaving age. A request can be made if you want your child to change schools, as well as when they are moving from nursery to primary, or primary to secondary.

Apart from when your request is to a school outside the UK, the education authority has a duty to comply with your request except in certain circumstances. If your chosen school is outside the UK, it can agree to the request, but it is not legally obliged to.

Making a placing request can and will affect the availability of transport to school. If your child is educated in any school managed by another local authority as a result of a placing request, the home education authority no longer has a duty to transport them to school. It still retains a discretionary power to make transport available but is not legally obliged to do so. It is vital that you consider this when making a placing request and check your own education authority's transport policy as these vary. Further information about transport issues are covered by **Enquire Factsheet 6: Transport to school**.

Louise's story

Now in primary seven, Louise has shown a particular aptitude in music and her parents feel strongly that she is gifted in this area. The primary school has been providing music in line with the curriculum and Louise's parents have been paying for private tuition. Louise wants to go to a school that will let her develop in music and her parents feel strongly that she should be able to do this.

Louise's tutor has recommended a school in a neighbouring education authority that specialises in music. Louise and her parents visit the school and, after discussion with the school, Louise decides that she wants to audition. Part of this choice is also to make a placing request to attend the school as it is outside her local area. Louise is successful in her audition and Louise's parents make the placing request identifying Louise's additional support needs resulting from her ability in music.

Louise's placing request is approved although the home education authority does make her parents aware that they, as parents, will be responsible for Louise's transport to school.



Louise

Library photo posed by model

How to make a placing request

Placing request to a school run by an education authority

If your chosen school is an education authority-run school in Scotland, you make your request, in writing, to the education authority that runs your chosen school.

Placing request to an independent or grant-aided special school

If your chosen school is an independent or grant-aided special school, you must first make sure that the managers are willing to offer your child a place there. Then you make your request, in writing, to your own education authority - the one to which your child belongs. This procedure is the same regardless of whether the school is in Scotland, England, Wales or Northern Ireland (or outwith the UK).

What to include

Most education authorities will have a standard form for you to use.

If you do not use a standard form you should include your name and address, your child's name and age, the name of their present school (if any) and the name of the school you have chosen. If your child has additional support needs, you should also say why you are making the request.

Reasons a placing request can be refused

It is not always possible to get your child placed in the school of your choice, especially if it is out of the area, is full, is considered unsuitable, or is not run by your education authority. Your placing request for a particular school may be refused if:

- ☉ placing your child there would cause the education authority to breach its duty to provide mainstream education
- ☉ your request is for an **independent** or **grant-aided special school** not managed by your education authority when your education authority has offered your child a place in one of its own schools that is willing and able to provide additional support
- ☉ it would mean an additional teacher has to be employed, now or in the future
- ☉ it would mean an additional class has to be created

- ☉ it would be seriously detrimental to the continuity of your child's education
- ☉ it is likely to be seriously detrimental to the educational well-being of other pupils in the school, or to discipline in the school
- ☉ the education provided is not considered suitable for the age, ability or aptitude of your child
- ☉ in cases where a single-sex school has been chosen, your son or daughter is not of the sex admitted there
- ☉ accepting your placing request would prevent the education authority reserving a place at the school for a child likely to move into the school's catchment area
- ☉ your child does not have the additional support needs that require the education or facilities normally provided there
- ☉ the education authority has already required your child to stop attending the school of your choice
- ☉ it would result in significant cost to extend or change the accommodation or facilities there. But an education authority must consider its legal obligation under the **Equality Act 2010** to make 'reasonable adjustments' to school buildings to ensure that physical access is possible for children with disabilities.

The education authority must inform you in writing of its decision on a placing request. If it refuses your request, it must also give you the reasons for its decision. However, an education authority will be regarded as having refused a placing request if it has not informed you of its decision in writing by 30 April on a request made before 15 March, or if it has not informed you of its decision in writing within two months.

Appealing against a refusal

You can appeal against an education authority's decision to refuse your placing request.

You can appeal to the education appeal committee unless:

- the placing request was to a Scottish special school
- the placing request was to a school in England, Wales or Northern Ireland that makes provision mainly or wholly for children with additional support needs
- your child has a co-ordinated support plan
- the education authority has decided your child needs a co-ordinated support plan but one has not yet been prepared
- the education authority have told you they will see whether a CSP is needed
- you are appealing against the education authority's refusal to prepare a co-ordinated support plan.

If any of these apply, then you make your appeal to the Additional Support Needs Tribunal (see page 92).

Education appeal committee

This committee will confirm or refuse to confirm the education authority's decision over your placing request. Members of the education appeal committee include local councillors and lay members.

If it refuses to confirm the decision, the education authority must honour your placing request. If it confirms the education authority's decision, you have the right to appeal to a sheriff (see below). An appeal committee is assumed to have confirmed the education authority's decision when:

- it has failed to hold a hearing within two months of the appeal being made
- it has failed, following the adjournment of a hearing, to fix a date for a resumed hearing
- it has failed to notify you and the education authority within 14 days immediately after the hearing ends.

Appeal to a Sheriff from an education appeal committee

Your application to appeal to a Sheriff must be lodged within 28 days after you receive the education appeal committee's decision. The Sheriff might accept a late application if you can show good reasons for the delay but this is generally in exceptional circumstances only.

Like the education appeal committee, a Sheriff will confirm or refuse to confirm the education authority's decision over your placing request.

If the Sheriff refuses to confirm the decision, the education authority must honour your placing request.

The decision by a Sheriff on an appeal is final.

Additional Support Needs Tribunal

For details on Additional Support Needs Tribunals turn to page 92.

You can get more information on appeals in [Enquire Factsheet 4: Resolving disagreements](#).

Exclusion

Children should usually be offered a full-time education. Schools should use exclusion, as a method of managing discipline, only as a last resort - so promoting positive behaviour should be used first. Further information on exclusions can be found in [Enquire Factsheet 11: Exclusion from school](#).

Children with a **disability**, as defined under the [Equality Act 2010](#), have an extra right to appeal against exclusions. Under this legislation, a child's exclusion may be considered unlawful if it resulted from behaviour relating to their disability. (If you want more information about exclusion, please contact the Enquire helpline; details on page 103.)

Even when a child is excluded they have a right to school education.

They must continue to receive education in another school or by alternative means.

At a glance: Choosing where your child will be educated

You have the right to:

- make a placing request to a special school if your child has additional support needs
- appeal against the education authority's decision to refuse your placing request. The appeal would either go to an education appeal committee or to an Additional Support Needs Tribunal depending on the situation
- appeal your child's exclusion from school.

Your child has the right to:

- receive school education
- appeal an exclusion from school.

If your child is aged 16 or over, they have the same rights as you, listed above.

Education authorities must:

- provide education to all children in mainstream schools and pre-schools unless certain circumstances apply (see page 52)
- comply with placing requests except in certain circumstances (see page 57).

Changing schools and leaving school



This section is about supporting children at times of change in their education, as they enter pre-school, then move through primary, secondary and on to preparing for adulthood. Some children may also transfer to a different school at other times because they move home or need different support.

If your child has additional support needs it is particularly important that the move is as smooth as possible. Good transfer of information about your child's needs will ensure that there is no disruption to the level of support they get.

Starting pre-school

If your child has been receiving additional support before starting pre-school, your education authority should start to gather information and views from any professionals working with your child at least six months before they are due to start pre-school. The authority must take any information it receives into account to ensure the pre-school is properly prepared and able to provide your child with the support they need.

At least three months before your child starts at pre-school, the authority must share this information with you and any professionals who will be involved from other agencies such as health or social work.

Information about your child should not be passed to other agencies without your consent and you should be fully involved in the planning process. This may involve attending meetings. You have the right to have a supporter or advocate with you at meetings to help you put your views across (see page 80).

From pre-school to primary to secondary

Education authorities will have systems in place that enable pre-schools and schools to share information. Any transition your child makes from one school to the next will usually be co-ordinated by a professional who is already working with your child and is familiar to both of you.

Before your child is due to move to their next school the education authority must start to gather information and views from **appropriate agencies** or **other agencies** (or both) that have been working with your child.

The authority must start to gather this information at least 12 months before your child is due to move from pre-school to primary school, and at least 12 months before they are due to move from primary to secondary school.

The authority must take any information it receives into account, to ensure the next school is properly prepared and able to provide your child with the support they need. This information should be shared with you and any professionals who will be involved from other agencies, such as health or social work, no later than six months before your child is due to start at primary or secondary school.

Information about your child should not be passed to other agencies without your child's or your consent and you should be fully involved in discussions about your child's additional support needs. This may involve attending meetings. You have the right to have a supporter or advocate with you at meetings to help you put your views across (see page 80).

Progressing beyond school

You and your child will be making decisions about their life after school long before they actually intend to move on. Do they want to attend further or higher education? Do they want to find employment or start a training course? Do they want to live away from home?

If your child has additional support needs, it is important that such plans are made in advance to ensure support is in place as they progress beyond school.

Education authorities must help children with additional support needs make the transition from school to adulthood. From December 2010 an appropriate place in post-16 learning must be offered to every young person who wants it.

For most children, this support will come from within their school and may include:

- advice and guidance from careers advisory services in schools
- personal learning planning (see page 33) - this may involve them setting and achieving goals that help them develop skills they will need after school, such as managing money or learning to travel independently
- providing accessible information about relevant college or higher education courses, national training programmes, community-based programmes or work placements
- organising visits to colleges or universities
- organising a work placement
- organising a phased entry to college, training placement or workplace for one or two days a week while continuing at school for the rest of the week
- offering alternative curricular programmes such as literacy and numeracy, IT skills training, personal and social development, outdoor education or community-based programmes.

Some children may be assigned a **lead professional** to help give a smooth progression to further or higher education, training, employment or other services. The lead professional might be a teacher, careers officer, **social worker**, community education worker or someone from another agency.

Your child may need support from **other agencies** such as health, social work or a voluntary organisation when they leave school. The education authority has a duty to ask the **appropriate agencies**, and **other agencies** it thinks necessary, for advice and information about any provision they are likely to make for your child once they leave school. This must be done at least 12 months before your child is due to leave school. The information will be used to ensure that an appropriate programme of support is set up to help your child progress beyond school. As well as social work and health, other agencies involved in planning for post-school would be Skills Development Scotland (Careers Scotland) and further or higher education establishments.

The education authority must ask your child for their views about information that will be passed to appropriate agencies (unless they lack capacity to express a view - see page 76). The authority must pass on information about your child to any of the agencies that may be working with them after they have left school. This must be done no later than six months before they leave. This cannot be done without your consent, or your child's consent if they are aged 16 or over. The information will be used to help the agencies provide the support your child needs.

Your child should be fully involved in all decisions about the support they need to progress beyond school and the support they will have once they have left. Young people aged 16 or over have the right to have a supporter or advocate at meetings to help them put across their views about their additional support needs (see page 80).

If you or your child feel that the education authority has not followed post-school planning procedures, you have a right of appeal to the Additional Support Needs Tribunal. These procedures relate to gathering information about your child, involving you and your child in this process and sharing this information with relevant agencies. See [Enquire Factsheet 4: Resolving disagreements](#).

Carrie's story

Carrie is 15 and attends a special school in her home local authority. Carrie has a co-ordinated support plan and requires 1:1 support to engage with those around her. She has a profound learning disability, a visual impairment, epilepsy and is a wheelchair user who requires regular postural changes. Carrie receives nutrition via a gastrostomy. She enjoys a sensory curriculum and particularly likes the music and drama class. The priorities for Carrie and her family at the transition planning review at the end of S3 were to ensure that once she leaves the education system she has the opportunity to continue her personal development through meaningful day activities/supports and therapies. Carrie's co-ordinated support plan was also reviewed; Carrie will not be looking for work.

Her social worker took on the role of the lead professional to co-ordinate the planning for transition. It was agreed that the following should happen:

- Carrie should stay on at school until the end of S6.
- A social worker from the Children and Families team will complete a full assessment report for Carrie in the next 6 months as this information has not been updated for some time. This will require talking with Carrie's parents and a range of allied health professionals.
- The appropriate social worker from the adult learning disabilities team will be invited to the next review.
- Carrie will have opportunities to take part in community activities once every two weeks within her school timetable.
- Her speech and language therapist will work on a personal communication passport for Carrie over the next 6 months.
- Her paediatric consultant will be asked to clarify arrangements with Carrie's family for transferring support with gastrostomy care, neurology and orthopaedics to adult healthcare within the next 6 months.
- The educational objectives in her co-ordinated support plan would be updated over the following month to take account of the arrangements for transition planning.



Carrie

Library photo posed by model

Supporting your child

The following steps are examples of support that may make your child's progression beyond school as smooth as possible.

- ☼ Make sure that the education authority is involving you and your child in decisions that will affect them and is taking both your views seriously. Education authorities have a duty to take into account the views of parents, children and young people in decisions that significantly affect the child's or young person's education.
- ☼ Discuss with your child whether they want to stay on at school beyond the age of 16. All children should be offered an appropriate learning option by their local authority to continue their education after age 16. Local authorities may support full-time and further education for a young person with additional support needs up to the age of 19, although there is no legal requirement to do this.
- ☼ Make full use of the services provided by Skills Development Scotland (Careers Scotland) and your son's or daughter's careers advisor. Skills Development Scotland has access to a wealth of information on post-16 employment, learning and training opportunities.
- ☼ Where appropriate, find out what benefits and services your child may be entitled to. You can contact your local benefits office or Self Directed Support Scotland for further information.
- ☼ Consider what medical, psychological, teaching or therapeutic services your child may need when they leave school and how they can access them.
- ☼ Find out about the range of support available from voluntary organisations. You can find a list of agencies that may be able to help at the back of the guide.
- ☼ Consider what social support, if any, your family may need. For example, do you get enough breaks from caring? Does your child have enough leisure and social opportunities? What about their siblings or other family members - do they need support? Your local social work office or relevant voluntary organisations should be able to give you advice on this.

At a glance: Changing schools and leaving schools

Your child has the right to:

- have their views taken into account
- be involved in the planning process
- (aged 16 or over) have a supporter or advocate present at any discussions or meetings with an education authority when their additional support needs are being discussed (see page 80).

Education authorities must:

- request and take into account information and advice from other agencies that are supporting your child at least 12 months before they are due to start at primary or secondary school
- share information and advice from other agencies with you and obtain your or your child's consent before passing on information about your child's additional support needs to other agencies
- pass on relevant information and advice to any agencies that will be supporting your child at primary or secondary school, with your or your child's consent, at least six months before they are due to start
- give your child information and advice about their options including staying on at school, entering further or higher education, participating in the national training programmes, or taking part in personal and social development opportunities offered through community learning and development
- request and take into account information and advice from other agencies that are likely to be involved in supporting your child after they leave school. This must be done at least 12 months before your child is expected to leave
- seek and take account of your child's views when deciding what information to share with agencies that may be working with your child after they leave school
- pass on relevant information and advice to any agencies that will be supporting your child, with your child's consent. This must be done no later than six months before your child leaves school.

Supporting children's involvement in making decisions



Decisions about whether your child has additional support needs and what kind of support they require will significantly affect their life now and in the future.

Although education law asks you to make decisions on behalf of your child until they reach the age of 16, it is very important that you make every effort to ensure that your child is involved in making those decisions.

Your child is likely to get the most benefit from decisions if they feel comfortable with them. The key to this is that your child knows that what they say will be respected, listened to and, where appropriate, acted on.

Your child's right to express their views and have them listened to

The **Standards in Scotland's Schools etc Act 2000** states that an education authority must have due regard to the views of children and young people in decisions that affect their education. The law tries to make sure that professionals do not make decisions that affect your child without taking their views into consideration. The **Age of Legal Capacity (Scotland) Act 1991** recognises that children have capacity if they have enough understanding of the decisions they are involved in and what they may mean. This generally applies to children aged 12 and over but younger children can be regarded as having capacity in some cases. The professionals involved will decide at individual stages whether your child has capacity. This will be done in partnership with you.

Involving your child in decisions about additional support

In most cases your child will be involved in a fairly informal way, by encouraging your child to take part in developing their personal learning plan or individualised educational programme. They will be involved, during the normal school day, in setting targets and discussing and evaluating their progress.

The ASL Act requires professionals to seek and take account of your child's views when they are:

- ☉ assessing whether your child has additional support needs
- ☉ deciding what kind of support your child needs.

The law does allow professionals some discretion (freedom to act) in deciding whether to involve the child in every decision, but this discretion does not apply to co-ordinated support plans. It may be that your child lacks the capacity to express their views or to become involved in decision making or that it is not appropriate or relevant to your child at that time. The decision not to involve a child due to lack of capacity should not be taken lightly. Every effort should be made to find out a child's views whenever possible. The education authority must seek and take account of your child's view, or yours if your child is unable to provide a view, when it is:

- ☉ assessing whether your child needs a co-ordinated support plan
- ☉ preparing a co-ordinated support plan
- ☉ reviewing whether your child still needs a co-ordinated support plan
- ☉ deciding which agencies may be working with your child after they leave school
- ☉ deciding what information to share with agencies that may be working with your child after they leave school.

Julie's story

Julie is 16, has Down's syndrome and attends her local mainstream school with some auxiliary support. Throughout the planning for her transition from school Julie has maintained that she wants to get a job when she leaves school. Julie's mum is not sure about this and would rather Julie went to a local college that offers a range of short courses. The guidance teacher arranges a meeting with Julie and her mum to discuss the options available. Julie feels very strongly about at least trying to get a job and wants to be more independent and expresses this at the meeting. Julie's mum doesn't think she'll cope with it and thinks that the college will be more supportive.

The guidance teacher points out to Julie's mum that as Julie is 16 she can make her own choices and decisions about her education. They all agree that although Julie wants and needs her mum's advice, she does know her own mind and what she wants. The school offers to set up a meeting with a key worker from Skills Development Scotland (Careers Scotland) who can work with Julie to look at the possibilities for employment or further education. Julie asks her mum if she'll come with her to the meeting.



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Your child's ability to make their views known

Early-years centres and schools are being encouraged to build children's confidence in this area by asking for their views, listening and allowing them to make choices as part of their day-to-day school life.

You can help build your child's confidence in this area too, by encouraging them to express how they feel and involve them in making decisions. It may also be useful if you and the school discuss your child's additional support needs with them. You and the school can work with your child to help them understand their needs and how they can manage them.

Expressing views will always be easier for some children than others. However, there are very few who cannot express any view at all. Some may simply need more encouragement and support to do so.

The following examples show how children may be helped to express their views:

- ☉ A child whose first language is not English may need an interpreter, not only to help them communicate their views, but to help make sure they fully understand the issues being discussed.
- ☉ A child who is hearing impaired may require visual aids or sign language (or both) for the same reason.
- ☉ A child whose behaviour means they are unwilling to co-operate may need imaginative approaches such as play, or the use of art.

If your child is aged 16 or over, they have the same right as you to have a supporter or advocate with them at discussions or meetings, who can help them put their views across or speak on their behalf (see page 80).

If your child is under 16 and they want to have an advocate or supporter with them when they attend any meetings, they can ask if this would be possible. The education authority can agree to your child's request. It may not agree if it believes it would not be in your child's best interests.

How your child's views will be noted and considered

The professionals working with your child will seek your child's views and record them. If your child has difficulty expressing a view, they will try to help. This may be by recording what your child expressed, whether this was by speaking, writing, signing, making a video, even a facial expression or adopting a certain body posture. They will also record how this was interpreted.

Those professionals involved with your child will then consider what weight to give your child's views. Although they have to take account of your child's views, they do not have to accept them or implement everything your child asks for. The decision will be based on:

- your child's ability to understand the information on which their views are based
- your child's ability to express their views
- your child's understanding of other options
- how well those recording and interpreting your child's views know your child.

The education authority will also look at what is appropriate and realistic for your child when considering their views. The education authority may not be able to fulfil all your child's wishes and the reasons for this will be explained.

If your child is unable to express their views

The law allows you to speak and act for your child where they are unable to. Your child may be unable to express their view on a particular issue because of mental illness, a developmental disorder, learning **disability** or physical disability. In legal terms, this is referred to as ‘lacking capacity’.

People should not assume that your child cannot express their view without first checking whether a different method of communication would enable them to do so. Nor should people assume that just because your child is unable to express their view on something, they are also unable to hold a view on it. Every effort should be made to allow your child to be involved in decision-making and to make relevant adjustments.

Your education authority will decide whether a child lacks the capacity to do something. However, you should be involved in discussions on this. You will be able to give an informed view on whether your child can understand a particular matter.

If your child is aged 16 or over and lacks capacity to do something, the law allows you to make a decision on their behalf.

Your child’s right to access their records

Your child has a legal right, under the Data Protection Act 1998, to access his or her personal educational records.

At a glance: Supporting children's involvement in making decisions

Your child has the right to:

- have their views considered and be involved in decision-making
- (aged 16 or over) have a supporter or advocate present at any discussions or meetings with an education authority when their additional support needs are being discussed (see page 80).

The education authority must:

- seek and take account of your child's views when it is assessing your child to find out if they have additional support needs and when it is deciding what that additional support may be, unless it considers it inappropriate to do so
- seek and take account of your child's views when it is assessing whether your child needs a co-ordinated support plan, preparing a co-ordinated support plan for them or reviewing it
- seek and take account of your child's views when it is deciding which agencies may be working with your child after they leave school and what information to share with agencies that may be working with your child after they leave school.

Being involved in making decisions



Parents play an important role in supporting children's achievement at school and their overall experience of school. Parents have a unique expert knowledge about their children, which they should share and education professionals should draw upon, at every stage.

It's important on a practical level to make sure you are fully involved in making important decisions, like whether your child has additional support needs and what kind of support they require.

Your legal rights are referred to throughout the guide. You can see them in the 'At a glance' sections at the end of each chapter.

It is essential that you are aware of your rights and use them. However, the quality of your involvement in your child's education will depend largely on your relationship with your child's pre-school or school and with the staff who work there.

The education authority must have a contact or **named person** who will be responsible for providing information about local arrangements for additional support for learning. They will be able to provide you with:

- local policies and procedures including those about resolving disagreements
- details of local advocacy and support services
- information about planning and provision in your child's school
- details of who else you may need to contact.

The following summarises the guidelines given to professionals. It may help you understand what to expect in your involvement in your child's education.

Professionals should:

- recognise and use your knowledge and expertise relating to your child
- respect and see the value in your views even if they differ from theirs
- find helpful ways of resolving any differences you may have
- consider your child's strengths as well as their needs
- make sure you are available to attend meetings
- tell you what is happening between meetings
- acknowledge any information about your child that you provide
- cater for any needs that you have to help you communicate with staff. For example, if you need to communicate with someone who understands sign language
- when giving you information, make sure it is clear and easy to understand. They must try to avoid using technical language (jargon) without explaining it.

If you feel that you do need some help getting your views across, you can ask others to help. Whoever you nominate to help you will be called either your 'supporter' or your 'advocate'.

Supporters

A supporter can be a friend, relative, befriender or worker from a voluntary organisation. They could also be a professional working with your family. Their role will be to help you make decisions, understand policies and procedures and to give your views, for example at any meetings you attend to discuss your child's additional support needs.

Advocates

You also have the right to be supported by an advocate who can help you in the same ways as a supporter, and also speak on your behalf and represent your views at meetings. An advocate may be trained in advocacy and should have a good understanding of Scottish education law and other legislation.

Supporters, advocates and the education authority

Although you have the right to be supported by a supporter or advocate, your education authority does not have to provide one for you, or pay for one. Contact your local authority to find out what services are available in your area, or you may find the resources section in this guide useful.

Your education authority must comply with a wish to have a supporter or advocate present, unless it is unreasonable. The education authority might consider it unreasonable to include your supporter or advocate in discussions if it believes they are unable to represent you or if they are in some way hindering the process. If this happens, you must be given clear reasons for the decision.

There is an independent advocacy service to support parents and young people in Tribunal proceedings. You can find out more about this from the Additional Support Needs Tribunals for Scotland or Enquire.

Abbey's story

Abbey has just changed school as her family has moved into a new area. Abbey has dyslexia and is in primary three at her local school. Abbey's mum is disappointed in the new school as she no longer gets to talk to the class teacher as much and feels she doesn't know what support has been put in place.

Abbey's mum had asked to speak to the class teacher but the teacher said it wasn't a good time as she was busy. Abbey's mum felt put off by this and she decided to speak to the head teacher about Abbey's support instead. The head teacher arranged a meeting to discuss how Abbey was adjusting, with her mum, the class teacher and the learning support teacher.

Abbey's mum asked a family friend go along with her to the meeting as her supporter because she finds it difficult to say what she feels in meetings. The head teacher went through what Abbey had done so far at her new school and asked her teacher to comment on where she was getting on okay and where she needed some extra help.

The head teacher explained how the school aims to keep parents informed about their children's progress and they talked about what would work best in this case. They agreed that while the class teacher would not be able to update her every day they would use a weekly diary to keep her mum up to date with Abbey's progress. The head teacher also explained to Abbey's mum what support is available for teachers on dyslexia and the role of the learning support teacher in the school. They agreed they would see how Abbey was getting on in three months, and if she needed some extra help they would arrange some time with the learning support teacher.



Abbey

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Contributing your views

Parents are asked to give their views or comments about their child's additional support needs and the support that will help them to get the most out of school. This might be for a meeting to review how your child is getting on or to prepare a plan. You may also be asked for your written comments on a plan (for example an IEP or CSP). It can be difficult to know what to say or what is expected when you are asked this. Here are some things you might think about including:

- ☉ Do you agree with what is written in the plan? Is there anything missing that you would have liked to include?
- ☉ Are the right people involved, in the right ways, in helping your child?
- ☉ Have you noticed anything that shows that your child is making progress, or not? Is there anything that you think has worked really well?
- ☉ Is there anything a teacher, support staff member, health or other professional, has done in the past that really works well for your child?
- ☉ What works well at home? For example you could talk about your child's interests or how you manage their behaviour at home. Include anything that you think would help to build up the most accurate picture of your child for the people working with them.
- ☉ What next steps are important to you and your child - what would they like to learn more about? What information do you need to help them achieve these next steps?
- ☉ Do you have any concerns that have not been addressed?

Remember, you don't need to wait until reviews or meetings about plans to raise any concerns or discuss your child's progress.

Good communication

The following is from [Supporting children's learning code of practice](#) (Chapter 7, Section 40). It outlines what practitioners in education authorities can do to encourage good communication with parents and work well with them in partnership to provide what is in the best interest of the child.

Professionals should:

- acknowledge and draw on parental knowledge and expertise in relation to their child
- consider the child's strengths as well as additional support needs
- recognise the personal and emotional investment of parents and be aware of their feelings
- ensure that parents understand procedures, are aware of how to access support and are given documents to be discussed well in advance of meetings
- respect the validity of differing perspectives and seek constructive ways of reconciling different viewpoints
- cater for the differing needs parents may have, such as those arising from a disability or communication and language barriers.

Information should be:

- clear and understandable and avoid jargon
- provided in easily accessible formats
- readily available and provided automatically without a charge and without fuss.

Communication works well when:

- people have the interpreters they need
- someone in authority takes responsibility for keeping parents up to date
- people are told what has been happening between meetings
- any information provided by parents is acknowledged
- formal references to statutory procedures are avoided.

Effective working relationships develop when:

- contact with parents is sensitive, positive, helpful and regular
- parents feel included and are encouraged to contribute to discussions
- positive, clear and easily understood language is used
- parents are involved and processes and roles are explained from the beginning
- parents are told what to expect and the next steps
- times of meetings take account of parents' availability.

Meetings work best when:

- ☉ parents are asked what times and places suit them best, taking account of any access need or family responsibilities
- ☉ notes from meetings, and any other papers to be considered, are sent out in good time
- ☉ parents are invited to add points to the agenda, at the same time as everyone else
- ☉ people attending are aware of their roles and the roles of others and they understand the child's or young person's additional support needs
- ☉ there are no hidden issues, and no last-minute surprises
- ☉ decisions are made when the parents are at the meeting, or agreed with them before the meeting takes place, not after the meeting has closed, unless further consultation takes place with them
- ☉ ample time is given for people to raise concerns, so that decisions are not rushed.

Identifying the way forward works well when:

- ☉ all views are taken on board - including those of the child or young person
- ☉ people are interested in learning from each other
- ☉ people show an interest in general family priorities and take them on board
- ☉ services are identified in agreement with the family and are responsive to individual needs.

Accountability and involvement:

- ☉ who is responsible for what is clearly defined and understood
- ☉ parents' concerns are responded to quickly
- ☉ decisions are open to scrutiny
- ☉ parents have a clear point of contact who can answer questions, make decisions and ensure that agreed actions are taken
- ☉ people do what they agreed within the agreed timescale - if a decision is likely to take time, parents are told and given some idea of when a decision is likely.

At a glance: Being involved in making decisions

You have the right to:

- have your views considered and be involved in decision-making
- have a supporter or advocate present at any discussions or meetings with an education authority when your child's additional support needs are being discussed.

Your child's rights

- If your child is aged 16 or over, they have the same rights as you, listed above.

Education authorities must:

- have a contact or named person in place who will be responsible for providing information about local arrangements for additional support for learning
- publish information about a range of matters including:
 - o their policy in relation to provision for additional support needs
 - o arrangements for identifying children and young people with additional support needs and those who may require a co-ordinated support plan
 - o the role of parents, children and young people in any of these arrangements
 - o arrangements for monitoring and reviewing the adequacy of additional support
 - o arrangements for independent mediation services
 - o where and from whom parents and young people can get more information and advice.

Resolving disagreements



Building a strong relationship with those who work with your child will make it easier to solve disagreements informally.

You should be fully involved right from the start in making any decisions about your child's additional support needs (see page 78). If you are unhappy with anything, make your views known as soon as possible. You can do this at any meeting or by arranging an informal discussion with a relevant member of staff such as the class teacher or additional support needs staff at your child's school. Your views must be taken into account. Don't forget that you have the right to bring a supporter or advocate along with you (see page 80), to help ensure that your views are understood, put across and taken account of in discussions.

Please try to resolve disagreements with the school or education authority before considering more formal routes. It will usually be possible.

Failing this, independent mediation is one option that can help. Under the ASL Act, independent mediation services must be available in every local authority. Your education authority must give you information about the independent mediation service it uses in your area. The service must be free of charge for parents and young people.

Mediation

Mediation is a way of resolving disagreements or misunderstandings early on, to prevent them getting worse. It is not like a tribunal or court. It allows you, or your child if they are aged 16 or over, to meet a relevant person from your child's school or education authority, and try to agree a solution. You can have a supporter or advocate with you to help get your views across (see page 80).

Independent mediation can help to build or rebuild a positive relationship, leading to co-operation in making arrangements for the child or young person. It can help avoid conflicts that arise out of misunderstandings or lack of shared information. The aim is that disputing parties come to a shared agreement on how to resolve the problem themselves.

An independent and trained mediator will always be present. However, they will not offer advice or make recommendations. They will simply help both parties to find a satisfactory agreement that resolves the problem. They do not act on behalf of either party and are independent from the education authority.

It is important to remember that:

- ☉ mediation is voluntary
- ☉ mediation is private and confidential. You can discuss the issues and your ideas for resolving the disagreement without fear of them being used against you in the future if no agreement is reached
- ☉ using mediation as a first option to resolve a disagreement or misunderstanding will not affect your rights if you want to take the matter further at a later date
- ☉ mediation can be used more than once; for example, for resolving different parts of a disagreement
- ☉ mediation can be an opportunity for your child's view to be heard
- ☉ mediation is easily arranged. Usually it only takes a few phone calls for a session to be set up.

Further information can be found in [Enquire factsheet 8: Mediation](#) and [Enquire factsheet 4: Resolving disagreements](#).

Resolving disputes by independent adjudication

Under the ASL Act, independent adjudication is available as a way of resolving disagreements. It involves a formal review of your case by someone who is independent of your education authority and has expertise in dealing with children who have additional support needs. Unlike a mediator, the adjudicator will consider the circumstances leading to the disagreement, then reach a decision and make recommendations to everyone involved. Although there is no legal obligation for the recommendations to be acted upon, both parties are expected to accept the outcome.

You, or your child if they are aged 16 or over, have the right to request independent adjudication.

The Jacks' story – mediation

Mr and Mrs Jacks have a son Paul who is 14. Paul has Asperger's syndrome. Paul had a difficult transition from his local mainstream primary to secondary school. Mr and Mrs Jacks started to feel increasingly frustrated at the school as they felt Paul's needs were not being met and it was having a bad effect on him. They brought this up with the deputy head and head teacher throughout S1 and S2. They did not think anything was changing so they decided to withdraw Paul from school and educate him at home themselves.

The home education programme worked out well in some ways and not so well in others. Mr and Mrs Jacks felt that Paul was socially isolated and did not have friendships and wanted to look at what alternatives might be better. As a result of their experiences with Paul's secondary school, Mr and Mrs Jacks found it difficult to talk to any staff in the authority about where Paul would best be placed. There was distrust between the parties and Paul's parents did not think the authority knew how to meet Paul's needs. After some time both parties agreed to contact an independent mediation service.

A mediator from the independent mediation service got in touch with the Jacks and the contact person at the education authority. Mrs and Mr Jacks met the independent mediator to share information about their concerns and learn more about mediation. The same opportunity was given to the education officer involved.

Both parties met at the local voluntary centre, with the mediator there to facilitate their discussions. Mr and Mrs Jacks said how they felt about the handling of Paul's transition to secondary school and raised concerns that his needs were not met in school. The education officer referred to the local authority's policy on additional support needs and the staged intervention approach it adopts. They were able to talk about what would now work best for Paul. Both parties agreed that Paul's home education programme would continue, and that an additional support needs teacher from the school he attended would begin some outreach support work. The plan would be to work towards Paul attending his local school again. Initially this would be on a part-time basis, until Paul and his parents were happy with this step.



Independent adjudication can only be used for certain matters, for example, if you are concerned about:

- whether your child's additional support needs have been correctly identified
- the education authority's refusal of a request for a specific type of assessment
- the level of additional support your child is receiving.

Independent adjudication does not cover things such as:

- disagreements over the refusal of a placing request
- disagreements over exclusions
- allegations of misconduct, or broader policy issues such as school closures or complaints about the way a school is being run.

You can find more information in [Enquire Factsheet 12: Resolving disputes using independent adjudication](#) and [Factsheet 4: Resolving disagreements](#).

It should take no longer than 60 days, from the time your education authority confirms it has accepted an application to you receiving the independent adjudicator's report.

The Smith's story – independent adjudication

Mr and Mrs Smith have been in a long-running and difficult dispute with their daughter's school and their education authority on the education of their daughter Maya who is 13. An education officer involved in the case suggested they could apply for dispute resolution. The officer explained how to do this. In their application, Maya's parents said that the education authority was failing "to provide, or make arrangements for the provision of, the additional support" Maya needed.



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To present their arguments and evidence to the independent adjudicator, Maya's parents and the education authority had to clarify their views of Maya's additional support needs and how well they were being met. They also had to consider how they thought the dispute should be resolved. Maya gave her views with the support of a member of staff at school she was comfortable with. Maya's behaviour had deteriorated considerably at school and often she was not turning up.

The independent adjudicator reviewed the evidence and found that both parties disagreed on the nature and impact of Maya's learning difficulties. There was no detailed up-to-date assessment evidence on the precise nature of Maya's learning difficulties, and the targets in her personal learning plan were not precise. The adjudicator noted that Maya was anxious about the way the dispute was drawing attention to her.

In her report, the adjudicator's recommendations for resolving the dispute included the following:

- Maya should have a specialist assessment to establish the precise nature of her learning difficulties and advice on overcoming them.
- The education authority should prepare an individualised educational programme that would be agreed and regularly reviewed by all parties and Maya herself.
- Maya should work with a mentor to understand her learning needs and her part in dealing with them.

The education authority accepted the need to act on the recommendations. To co-ordinate this, it appointed an educational psychologist who had not previously been involved. Over time, Mr and Mrs Smith and the staff in Maya's school began to work together to Maya's benefit.

Additional Support Needs Tribunals

You, or your child if they are aged 16 or over, can appeal to an Additional Support Needs Tribunal (the Tribunal) if you want to challenge a decision about a co-ordinated support plan (see page 92) and in certain other circumstances.

The Tribunal has produced a guide for people using or thinking of using the tribunal system. There is also an easy-read version available. You can get copies from the Additional Support Needs Tribunals for Scotland:

www.asntscotland.gov.uk

You can appeal to the Tribunal if you are unhappy with:

- ☉ a decision to prepare a plan for your child
- ☉ a decision not to prepare a plan for your child
- ☉ a decision to continue your child's plan following a review
- ☉ a decision to discontinue your child's plan following a review
- ☉ the length of time it is taking to decide whether your child needs a plan, to prepare the plan or review the plan. You can also appeal if the education authority fails to review your child's plan after 12 months
- ☉ a decision to refuse your request to find out if your child needs a plan, or your request to have an early review of the plan
- ☉ some of the information in your child's plan
- ☉ the failure to provide the additional support included in the plan
- ☉ a decision to refuse a placing request where a plan exists, or is required but not yet prepared, or if an appeal against a refusal of a placing request has not yet been considered.

Even if no co-ordinated support plan is involved the Tribunal will hear appeals on:

- ☉ the refusal of a placing request to a special school
- ☉ failures over post-school transition duties
- ☉ issues related to disability discrimination of pupils once this part of the **Equality Act 2010** comes into force in March 2011.

Your education authority must inform you of your right to appeal to an Additional Support Needs Tribunal in the above circumstances.

Further information can be found in **Enquire Factsheet 4: Resolving disagreements.**

Other ways of making a complaint

In some situations you do not have a formal right of appeal or the difficulty does not lend itself to being resolved through mediation or independent adjudication. You have a right to make a complaint if you are concerned about the quality of service your child is receiving, for example, where:

- a problem has arisen in your child's school or with a member of the school staff. In this case you should contact the head teacher
- you are concerned about the conditions in which your child is being educated. You should contact the parent council and ask them to discuss the issue with school management to find a solution
- you want to make a complaint about the work being done with your child by a professional who is providing their additional support (for example, their **behaviour support teacher** or a **social worker**). You should write to the individual's line manager.

If you feel that these concerns have not been resolved to your satisfaction, you should then write to the head of your education service or the head of the **other agency** that is supporting your child.

Your local authority may have a designated complaints officer who can advise you on the local authority's policy for making a complaint.

You could also write to your local councillor or your local MSP, but they will usually expect to see evidence that you have tried to resolve your complaint using your local authority's complaints procedure.

You can complain to the Scottish Public Services Ombudsman if you have already been through your local authority's complaints procedure but have not achieved a satisfactory result, or if your complaint was not appropriate at that level. This may be because you believe the local authority has mismanaged your case or not followed correct administrative procedures.

You will find contact details for the Ombudsman in the **Useful organisations** section at the back of this guide.

If you feel that an education authority has failed to fulfil one of its legal duties, you can make a formal complaint to the Scottish Minister responsible for Education. This is known as a Section 70 complaint under the **Education (Scotland) Act 1980**. You must put a Section 70 complaint in writing, outlining your complaint with specific reference to the relevant duty failed. You can get more information about a Section 70 complaint from **Enquire Factsheet 4: Resolving disagreements**.

Children who are educated outside the home authority

If your education authority arranges for your child to go to a school run by another authority, you can still access local mediation and independent adjudication services. This is because the home authority still has a duty to provide these services to the parents of children or young people belonging to their area. If your child attends a school outside your local area as a result of a placing request, the host authority will offer mediation and independent adjudication services locally.

Children who are educated outside the public education system

If you have arranged for your child to attend an independent or grant-aided school and the education authority is not responsible for their education, you may still use the local mediation and independent adjudication services. However, you can only use the service to help resolve disagreements about the education authority's duties under the **Education (Additional Support for Learning) Act 2004**.

At a glance: Resolving disagreements

You have the right to:

- ☉ use free independent mediation services. Mediation can be used at any time to address any issue or misunderstanding about your child's additional support needs
- ☉ have a supporter or advocate present at mediation sessions, although it is important to remember that mediation is a joint problem-solving process rather than trying to 'beat the other side'
- ☉ request independent adjudication
- ☉ apply to the Additional Support Needs Tribunal (called 'making a reference') for decisions about a CSP and certain other issues. In particular, a parent or young person may make a reference about the decisions of an education authority:
 - o to prepare or not prepare a CSP
 - o to continue or discontinue a CSP
 - o regarding the timescales for the CSP
 - o not to comply with a request to establish whether a child or young person needs a CSP
 - o to refuse a placing request where a CSP exists, or is required but has not yet been prepared, or if an appeal against a refusal of a placing request has not yet been considered
- ☉ have a supporter or advocate present at a Tribunal hearing.

Education authorities must:

- ☉ provide independent mediation services, free of charge, to parents and young people
- ☉ have arrangements for resolving disputes and publish information on this. These arrangements must be free of charge to parents and young people.

Equality of opportunity



All children have the right to equality of opportunity in education. Your child should not be unlawfully discriminated against on the grounds of their gender, race (skin colour, ethnic origin, cultural background or nationality), **disability**, social background, sexual orientation or religious belief. This also includes young women who are pregnant or have just had a baby

This chapter gives you information on some laws that protect your child.

Equality Act 2010

This law is being implemented in stages from October 2010. It replaces previous laws such as the **Race Relations Act 1976**, the **Race Relations (Amendment) Act 2000** and the **Disability Discrimination Act 1995**. It is one single law that aims to tackle unfair discrimination, harassment and victimisation, making things fairer and more equal for all adults and children in Britain. Part of this law involves an equality duty on public bodies such as local councils to plan how they can promote equality.

Race equality

Race discrimination is unlawful in Scottish schools. Under the **Equality Act 2010** all schools must promote good relations between people of different racial groups and equality of opportunity for all regardless of their skin colour, ethnic origin, cultural background or nationality. This covers admissions to schools, exclusions, the content of the curriculum, the management of racist incidents and support for parents.

If you believe your child is experiencing racism at school, including racist bullying by other pupils, you should contact the head teacher immediately.

You have a right to be involved in any meetings about your child. If necessary, the school should take steps to ensure that there are appropriate translation and interpreting services so that you can take part in any discussions and decision-making.

Equality for children with disabilities

The legal definition of a disability is “**a physical or mental impairment which has a substantial and long-term adverse effect on a person’s ability to carry out normal day-to-day activities**” (**Equality Act 2010**).

Your education authority is not allowed to discriminate, without justification, against disabled pupils and prospective pupils who have disabilities.

The principle is that wherever possible, disabled people should have the same opportunities as non-disabled people in their access to education.

The law covers local authority schools and independent, grant-aided and self-governing schools. It also covers post-16 education.

The Equality and Human Rights Commission (EHRC) gives more information on the **Equality Act 2010**. The website address is **www.equalityhumanrights.com**

The Education (Disability Strategies and Pupils’ Educational Records) (Scotland) Act 2002

All education authorities must have an accessibility strategy, setting out what steps they are taking to improve access to the curriculum, physical environment and information and communication for disabled pupils. If your child has a disability and you are thinking about a suitable school for them, you may find it helpful to ask for a copy of the strategy.

The Children (Scotland) Act 1995

All local authorities must provide services designed to minimise the impact of disabilities on children and to allow them to lead their lives as normally as possible.

You can request an assessment of your child's needs and those of other family members affected by your child's disability, to find out what support services the local authority can offer. A wide range of family support services may be available including:

- ☉ family centres offering childcare
- ☉ breaks from caring, commonly known as respite care, family-based care or share the care
- ☉ home helps to assist with personal or domestic care
- ☉ family support groups
- ☉ befriending services
- ☉ special equipment and adaptations
- ☉ welfare benefits advice and representation
- ☉ suitable housing.

If your child has had one of these assessments, and is now being assessed to find out if they have additional support needs or if they require a co-ordinated support plan, then the local authority should take the information into account when deciding on the additional support they get.

Equality for Gypsy and Traveller children

The Scottish Government is committed to ensuring that Gypsy and Traveller children are not unlawfully discriminated against. If you are concerned that your child is having any difficulties learning, has missed a lot of school, or is being bullied, they may need additional support and you should ask for advice and help as soon as possible. You can approach your child's school, or contact Enquire staff on the helpline.

You can get more information from the Scottish Traveller Education Programme (STEP) at www.scottishtravellered.net

Equality for children who are 'looked after'

If the local authority acts as 'parent' for a child or young person, it is responsible for their school education. All looked after children and young people are considered to have additional support needs. This is the case unless their education authority establishes that they do not have additional support needs. The authority must also consider whether each looked after child requires a co-ordinated support plan.

All education authorities should have comprehensive policies on the education of looked after children and have arrangements for liaising with the child and their parents or carers and with any other professionals involved.

The authority must have arrangements for keeping under consideration the additional support needs of, and the adequacy of the additional support provided to, any looked after child or young person for whom it is responsible. The local authority must review the circumstances of looked after children and young people within six weeks of them being placed. Thereafter, reviews must take place within three months of the first review and then at intervals of no more than six months. Schools should also report on the educational progress of each child or young person who is looked after. The child's **care plan** must make reference to their additional support needs and the support required.

If you are concerned that your child is having any difficulties learning at school, they may need additional support and you should ask the designated teacher at your child's school for advice as soon as possible.

You can also get advice from the child's nominated **social worker**, or from the voluntary organisation 'Who Cares? Scotland' at **www.whocarescotland.org**

Glossary

Action plan

An action plan is a structured plan that sets out timescales, responsibilities and the support/services required to meet the additional support needs of children and young people.

Additional support needs

This is the legal definition of additional support needs from the Education (Additional Support for Learning) (Scotland) Act 2004. A child or young person has additional support needs for the purposes of the Act where, for whatever reason, the child or young person is, or is likely to be, unable without the provision of additional support to benefit from school education provided or to be provided for the child or young person.

In this Act, “additional support” means:

- a) in relation to a prescribed pre-school child (children entitled to a free nursery place), a child of school age or a young person receiving school education provision which is additional to, or otherwise different from, the educational provision made generally for children or, as the case may be, young persons of the same age in schools (other than special schools) under the management of the education authority for the area to which the child or young person belongs
- b) in relation to a child under school age other than a prescribed pre-school child, such educational provision as is appropriate in the circumstances.

Appropriate agencies

In this guide, ‘appropriate agencies’ means agencies that have a legal obligation to help education authorities carry out their duties under the ASL Act. These include any Health Board, any other local authority including its social work services, Careers Scotland, all colleges of further education and all institutes of higher education. The law also enables Scottish Ministers to name other agencies in the future.

Audiologist

An audiologist performs hearing tests and works with children and young people with hearing impairments.

Behaviour support teacher

A behaviour support teacher can provide advice to other staff and parents on how to manage pupils’ behaviour. They may also work with individual children and with small groups to help them manage their behaviour.

Care plan

Every child who is being looked after by a local authority must have a care plan. The plan should include information about services to be provided to meet the care, education and health needs of the child, responsibilities of all involved, arrangements for accommodation and contact between the child and his/her parents. If two or more agencies are involved there will be a multi-agency ‘child’s plan’. A care plan may form part of this.

Clinical psychologist

Clinical psychologists work with parents and others to assess a child to find out if they have personal, social, emotional or behavioural difficulties. Some clinical psychologists may specialise in a particular area, such as understanding, assessing and treating brain injury.

Co-ordinated support plan (CSP) co-ordinator

A CSP co-ordinator will be appointed to be in charge of the CSP and will make sure people carry out the actions set out in the plan. They are also responsible for telling you, your child and everyone involved in providing additional support what is expected of them.

Curriculum for Excellence

This is the name given to the new curriculum in Scotland. Its purpose is to enable each child or young person to be a successful learner, confident individual, responsible citizen, and an effective communicator. It is being introduced in 2010-11 although a lot of planning will have taken place in schools before this.

Disability

The legal definition of a disability, under the Equality Act 2010, is “a physical or mental impairment which has a substantial and long-term adverse effect on a person’s ability to carry out normal day-to-day activities”. To be diagnosed with a disability, a person must be substantially affected in one or more of the following ways:

- mobility
- manual dexterity
- physical co-ordination
- ability to lift, carry or otherwise move everyday objects
- continence
- speech, hearing, eyesight
- memory or ability to learn, concentrate or understand
- perception of risk or physical danger.

Educational psychologist

Educational psychologists are fully qualified applied psychologists specialising in education. They have a wide range of duties that include contributing to assessments and giving advice to parents, schools, education authorities and other agencies about additional support needs and how best to help children and young people learn and develop.

English as an additional language (EAL) teacher

An English as an additional language teacher specialises in helping children whose first language is not English.

GP

GP stands for ‘General Practitioner’. A GP is a fully qualified doctor who does not specialise in a particular area of medicine but who has a broad understanding of all illnesses. GPs oversee and support health and medical care in the community and will generally be based at your local health centre or surgery.

Getting it right for every child

This is a national programme that aims to improve outcomes for all children and young people in Scotland. It applies to all services working with children - social work, health, education, police, housing and voluntary organisations. The aim of this programme is to provide a framework for all services and agencies to deliver a co-ordinated approach.

Grant-aided schools

There are seven grant-aided special schools in Scotland. These schools are independent of local authorities but are supported financially by the Scottish Government. The schools provide education for children who have additional support needs, often because of long-term, complex or multiple factors.

Health visitor

A health visitor is a registered nurse who is employed to give advice to people, especially the parents of very young children, about health care, sometimes by visiting them in their own homes.

Independent school

An independent school is a school which is managed independently of any local authority and does not receive grant funding from the Scottish Government. It usually charges fees for providing full-time education for pupils of school age.

Independent special schools

Independent special schools are schools which are not grant-aided or under the management of an education authority, and which provide full-time education for at least pupils of school age.

Key worker

A key worker is a professional who has regular contact with the child or young person and who can act as a single point of reference for the family and other professionals.

Lead professional

When two or more agencies (for example social work and health) need to work together to provide help to a child or young person and family, there will be a lead professional to co-ordinate the help. The lead professional is the main point of contact for parents.

Named person

Education authorities must have a contact or named person who will be responsible for providing information about local arrangements for additional support for learning.

Occupational psychologist

An occupational psychologist works in areas such as vocational interests and vocational guidance, or occupational aptitude.

Occupational therapist

Occupational therapists work with parents and others to assess a child to find out if they have difficulties with the practical and social skills necessary for everyday life. The therapist will aim to help the child be as physically, psychologically and socially independent as possible.

Orthoptist

Orthoptists specialise in eye care. They assess children's vision and treat visual problems or offer advice on strategies to help them. In education, visual difficulties need to be identified and treated to ensure successful learning.

Other agencies

A number of other agencies, such as voluntary organisations, may work with local authorities to support a child or young person's learning but, unlike appropriate agencies (Health Boards, for example), they do not have a legal duty to do so.

Paediatrician

A paediatrician is a doctor who has special training in medical care for children.

Physiotherapist

Physiotherapists assess and manage children with movement disorders, disability or illness. They aim to help the child reach their full potential and improve their quality of life by encouraging independence, physical fitness and well-being. They will do this by providing physical intervention, advice and support.

School nurse

School nurses are involved with health promotion and education, prevention of ill-health, immunisation, health surveillance and screening. They will inform parents and the family doctor if further action is necessary and act as an important link between home and school. The school nurse can advise on issues such as soiling, bedwetting, and emotional and behavioural problems.

Social worker

Social workers can offer a range of support to individual children or to whole families. Services offered could include respite, holiday help, advocacy, befriending, help with behaviour management and money or benefits advice. If a child or their family already has a social worker, it is likely that he or she will be involved in deciding what additional support the child needs at school.

Speech and language therapist

Speech and language therapists work with parents and others to assess a child to find out if they have difficulties with speech and/or language, communication or eating and drinking. The therapist will consider how the difficulties might affect their life and, if appropriate, decide how the child can be helped to reach their full communication potential.

Support for learning teacher

Support for learning teachers advise other members of staff on the full range of teaching/learning strategies, methods and resources. Sometimes, they will provide individual tutorial support to a child who has additional support needs, or they might take small groups of pupils.

Therapist

There are a number of different types of therapist including physiotherapists and occupational therapists, speech and language therapists, music therapists, drama therapists and art therapists. Increasingly, therapists are seeking to transfer skills to parents and staff who work with children every day so that they are better able to help children reach their full potential.

Useful organisations

Enquire - the Scottish advice service for additional support for learning

Children in Scotland, Princes House, 5 Shandwick Place, Edinburgh EH2 4RG

Helpline: **0845 123 2303** (Access to interpreters through Language Line)

Text Relay: 18001 0845 123 2303

Office: 0131 222 2425

Email: info@enquire.org.uk

www.enquire.org.uk

Enquire provides independent advice and information relating to children and young people who need extra help to get the most out of their learning. Enquire raises awareness of additional support for learning, runs a dedicated helpline service and produces publications to explain rights and duties relating to additional support for learning.

Additional Support Needs Tribunals for Scotland (ASNTS)

5th floor, Highlander House, 58 Waterloo Street
GLASGOW G2 7DA

Helpline: 0845 120 2906

fax: 0141 305 4185

email: inquiries@asntscotland.gov.uk

www.asntscotland.gov.uk

ASNTS is an independent and expert body that considers appeals on certain matters relating to the provision of additional support, particularly co-ordinated support plans.

Advice Service Capability Scotland (ASCS)

11 Ellersly Road, Edinburgh EH12 6HY

tel: 0131 313 5510 fax: 0131 346 1681

text: 0131 346 2529

email: ascs@capability-scotland.org.uk

www.capability-scotland.org.uk

Capability Scotland is a large disability organisation offering a range of services and support for those with cerebral palsy and other disabilities.

AFASIC Scotland

1 Prospect 3, Gemini Crescent
Dundee DD2 2DG

tel: 01382 561 891 fax: 01382 568 391

email: info@afasicscotland.org.uk

www.afasicscotland.org.uk

AFASIC promotes understanding, acceptance, equal opportunities and inclusion of children and young adults with speech and language impairments.

Barnardo's Scotland

235 Corstorphine Road
Edinburgh EH12 7AR

tel: 0131 334 9893 fax 0131 316 4008

www.barnardos.org.uk

Barnardo's works to give disadvantaged children help to build their future. It runs local projects, including those for families of a child with additional needs.

Careers Scotland

150 Broomielaw, Atlantic Quay
Glasgow G2 8LU

tel: 0845 850 2502 fax: 0141 228 2851

www.careers-scotland.org.uk

Careers Scotland provides services, information and support to individuals at all ages and stages of career planning, and employers wanting to recruit and maintain a productive workforce.

ChildLine Scotland

Helpline: 0800 1111

www.childline-scotland.org.uk

Childline Scotland offers children and young people confidential advice. They also run two dedicated helplines:

Bullying line: 0800 44 1111 (for children and young people experiencing bullying); and

The Line: 0800 88 4444 (for children and young people living away from home).

Children In Scotland (see Enquire)

Princes House, 5 Shandwick Place
Edinburgh EH2 4RG

tel: 0131 228 8484 fax: 0131 228 8585

email: info@childreninscotland.org.uk

www.childreninscotland.org.uk

This is a membership organisation representing the interests of children and young people in Scotland on behalf of its members.

Common Ground Mediation

PO Box 28094, Edinburgh EH16 6WH

tel: 0131 664 9324

mobile: 07760 486 465

email: info@commongroundmediation.co.uk

www.commongroundmediation.co.uk

Common Ground Mediation helps to resolve disputes between parents and carers of children with additional support needs and the local education authority and/or schools.

Contact A Family Scotland

Craigmillar Social Enterprise & Arts Centre
11/9 Harewood Road, Edinburgh EH16 4NT

tel: 0131 659 2930 fax: 0131 475 2609

Helpline: 0808 808 3555

textphone: 0808 808 3556

www.cafamily.org.uk

Contact a Family offers information and support to families who care for children with a disability or additional needs. It can also link families who have a child with a rare or specific syndrome.

Down's Syndrome Scotland

158-160 Balgreen Road, Edinburgh EH11 3AU

tel: 0131 313 4225 fax: 0131 313 4285

email: info@dsscotland.org.uk

www.dsscotland.org.uk

Down's Syndrome Scotland offers a range of support services and information for individuals with Down's syndrome, their families and people working with them.

Dyslexia Action Scotland

Rooms 14 & 20, Napiershall Street Centre
39 Napiershall Street, Glasgow G20 6EZ

tel: 0141 334 4549 fax: 0141 339 8879

email: glasgow@dyslexiaaction.org.uk

www.dyslexiaaction.org.uk

Dyslexia Action provide services and support for people with dyslexia or literacy difficulties, focusing on assessment and education.

Dyslexia Scotland

Stirling Business Centre, Wellgreen
Stirling FK8 2DZ

Helpline: 0844 800 8484

tel: 01786 446 650 fax: 01786 471 235

email: info@dyslexiascotland.org.uk

www.dyslexiascotland.org.uk

Dyslexia Scotland raises awareness of dyslexia and its related difficulties, and offers advice and support for those with dyslexia.

Dyspraxia Foundation

8 West Alley, Hitchin SG5 1EG

tel: 01462 455 016 fax: 01462 455 052

Helpline: 01462 454 986

email: dyspraxia@dyspraxiafoundation.org.uk

www.dyspraxiafoundation.org.uk

The Dyspraxia Foundation supports families affected by developmental dyspraxia and aims to increase understanding and awareness of dyspraxia.

Education Law Unit – Govan Law Centre

Orkney Street Enterprise Centre, Units 4-6
18-20 Orkney Street, Glasgow G51 2BZ

Helpline: 0141 445 1955

fax: 0141 445 3934

email: advice@edlaw.org.uk

www.edlaw.org.uk

The Education Law Unit is Scotland's expert legal resource in school education, providing information and advice, training, and legal representation.

ENABLE Scotland

2nd Floor, 146 Argyle Street, Glasgow G2 8BL

tel: 0141 226 4541 fax: 0141 204 4398

email: enable@enable.org.uk

www.enable.org.uk

ENABLE provides services that support people with learning difficulties to live, work and enjoy a meaningful role in everyday life. It also runs an information service.

Epilepsy Scotland

48 Govan Road, Glasgow G51 1JL

Helpline: 0808 800 2200

tel: 0141 427 4911 fax: 0141 419 1709

email: enquiries@epilepsyscotland.org.uk

www.epilepsyscotland.org.uk

Epilepsy Scotland supports people affected by epilepsy and campaigns for improved healthcare and understanding of the condition.

Equality and Human Rights Commission (Scotland)

The Optima Building,

Freepost RRLL-GYLB-UJTA

58 Robertson Street, Glasgow G2 8DU

Helpline: 0845 604 5510

fax: 0845 604 5520

text: 0845 604 5530

email: scotlandhelpline@equalityhumanrights.com

www.equalityhumanrights.com/scotland

EHRC champions equality and human rights for all, working to eliminate discrimination, reduce inequality and protect human rights.

Equity in Education

Volunteer Resource Centre, School Brae
High Street, Peebles EH45 8AL

tel: 01721 729 326

email: info@equityineducation.org

www.equityineducation.org

Equity in Education aims to improve educational and social outcomes for children and young people, particularly those with additional support needs. Their services include the Transforming Transitions project (see separate entry).

Independent Special Education Advice (ISEA)

164 High Street, Dalkeith EH22 1AY

tel/fax: 0131 454 0096 / 0131 454 0144

email: isea@isea.org.uk

www.isea.org.uk

ISEA offers information, advice and support, including advocacy/representation, to parents and carers of children and young people with additional support needs.

Learning and Teaching Scotland (LTS)

The Optima, 58 Robertson Street
Glasgow G2 8DU

tel: 08700 100 297 fax: 0131 282 5050

email: enquiries@ltscotland.org.uk

www.ltscotland.org.uk

LTS is the national body responsible for reviewing the curriculum, developing assessment to support learning and providing national guidance and advice to the education system on the use of ICT to support learning and teaching.

Linking Education and Disability (LEAD) Scotland

Princes House, 5 Shandwick Place
Edinburgh EH2 4RG

tel: 0131 228 9441

textphone: 18001 0131 228 9441

email: enquiries@lead.org.uk

www.lead.org.uk

LEAD Scotland enables disabled adults and carers to access learning opportunities.

National Autistic Society (NAS) Scotland

First Floor, Central Chambers, 109 Hope Street
Glasgow G2 6LL

tel: 0141 221 8090 fax: 0141 221 8118

email: scotland@nas.org.uk

www.scotland.autism.org.uk

NAS Scotland supports people affected by autism and Asperger's syndrome to live as independently as possible.

National Deaf Children Society (NDCS) Scotland

2nd Floor, Empire House, 131 West Nile Street
Glasgow G1 2RX

Helpline: 0808 800 8880

tel: 0141 354 7850 fax: 0141 331 2780

email: ndcs.Scotland@ndcs.org.uk

www.ndcs.org.uk

NDCS aims to remove the barriers to the achievement of deaf children.

NHS 24 Scotland

Helpline: 0845 4242424

www.nhs24.com

NHS 24 provides information and advice on health services, practices and procedures.

Parentline Scotland

Children 1st, 83 Whitehouse Loan
Edinburgh EH9 1AT

Helpline: 0808 800 2222

tel: 0131 446 2333 fax: 0131 446 2339

www.children1st.org.uk

Parentline is a confidential telephone helpline providing support to parents and carers in talking through any concerns about parenting.

The Princess Royal Trust for Carers

Charles Oakley House, 125 West Regent Street
Glasgow G2 2SD

tel: 0141 221 5066 fax: 0141 221 4623

email: infoscotland@carers.org

www.carers.org

The Princess Royal Trust for Carers provides support to carers in families affected by disabilities or illness, including advocacy for parents of children with additional support needs.

Resolve: ASL

Children in Scotland, Princes House
5 Shandwick Place, Edinburgh EH2 4RG

tel: 0131 222 2456 fax: 0131 228 8585

email: smitchell@childreninscotland.org.uk

www.resolveasl.org.uk

Resolve: ASL is Scotland's independent additional support for learning mediation service offering a child-centred approach to resolving conflict in education.

Royal National Institute for the Blind (RNIB)

12-14 Hillside Crescent, Edinburgh EH7 5EA

Helpline: 0303 123 9999

tel: 0131 652 3140 fax: 0131 652 3199

email: rnibscotland@rnib.org.uk

www.rnib.org.uk

The RNIB offers practical support and advice to blind people and those with visual impairments.

Royal National Institute for Deaf People (RNID)

Empire House, 131 West Nile Street
Glasgow G1 2RX

tel: 0141 341 5330 fax: 0141 354 0176

textphone: 0141 341 5347

email: rnidscotland@rnid.org.uk

www.rnid.org.uk

The RNID provides services and information, and campaigns on behalf of deaf and hard-of-hearing people.

Schoolhouse Home Education Association

PO Box 18044, Glenrothes, Fife KY7 9AD

tel: 01307 463 120

email: info@schoolhouse.org.uk

www.schoolhouse.org.uk

Schoolhouse offers information and support related to home-based education.

Scottish Association for Mental Health (SAMH)

15 Carlton Court, Glasgow G5 9JP

tel: 0141 568 7000 fax: 0141 568 7001

email: enquire@samh.org.uk

www.samh.org.uk

SAMH provides support and promotes issues affecting those with mental health problems.

Scottish Child Law Centre

54 East Crosscauseway, Edinburgh EH8 9HD

Under 18 helpline: 0800 328 8970

tel: 0131 667 6333 fax: 0131 667 1713

email: enquiries@sclc.org.uk

www.sclc.org.uk

The Scottish Child Law Centre is the only law centre in Scotland working exclusively for children and young people, providing free expert legal advice.

Scottish Mediation Network

18 York Place, Edinburgh EH1 3EP

tel: 0131 556 1221

email: admin@scottishmediation.org.uk

www.scottishmediation.org.uk

The Scottish Mediation Network aims to ensure mediation becomes a core part of resolving disputes and provides information on mediation services available in Scotland.

Scottish Network for Able Pupils (SNAP)

Room 556, St Andrew's Building, University of Glasgow, 11 Eldon Street, Glasgow G3 6NH

tel: 0141 330 3071

email: snap@educ.gla.ac.uk

www.ablepupils.com

SNAP provide support and advice to schools on how to meet the needs of highly able pupils.

Scottish Public Services Ombudsman (SPSO)

4 Melville Street, Edinburgh EH3 7NS

tel: 0800 377 7330

e-mail: www.spsso.org.uk/contact-us

www.spsso.org.uk

The SPSO is the final stage in handling complaints about public services in Scotland.

Scottish Refugee Council

5 Cadogan Square, 170 Blythswood Court
Glasgow G2 7PH

Helpline: 0800 085 6087

tel: 0141 248 9799 fax: 0141 243 2499

email: info@scottishrefugeecouncil.org.uk

www.scottishrefugeecouncil.org.uk

The Scottish Refugee Council provides advice, information and assistance to asylum seekers and refugees living in Scotland.

Scottish Sensory Centre

Moray House School of Education, University of Edinburgh, Holyrood Road, Edinburgh EH8 8AQ

tel: 0131 651 6501 fax: 0131 651 6502

text: 0131 651 6067

www.ssc.education.ed.ac.uk

The Scottish Sensory Centre promotes and supports new developments and effective practices in the education of children and young people with sensory impairments (visual, deaf and blind). It works in collaboration with education professionals, voluntary organisations, parents and young people.

Scottish Society for Autism

Hilton House, Alloa Business Park, The Whins
Alloa FK10 3SA

tel: 01259 720 044 fax: 01259 720 051

email: autism@autism-in-scotland.org.uk

www.autism-in-scotland.org.uk

The Scottish Society for Autism offers care, support and education in Scotland for people with autism and their families and others who work with them.

Scottish Traveller Education Programme (STEP)

The University of Edinburgh, Room 2.5
Department of Educational Studies, Charteris
Land, Holyrood Road, Edinburgh EH8 8AQ

tel: 0131 651 6444 fax: 0131 651 6511

email: step@ed.ac.uk

www.scottishtravellered.net

STEP aims to improve educational opportunities for Scotland's travelling communities, providing advice and support to enable travelling families to access education.

Self Directed Support Scotland **www.selfdirectedsupportscotland.org.uk**

Self Directed Support Scotland is a Scottish Government website providing information about self-directed support for service-users and health and social support for professionals.

Sense Scotland

5th Floor, 43 Middlesex Street, Kinning Park
Glasgow G41 1EE

tel: 0141 429 0294 fax: 0141 429 0295

text: 0141 418 7170

email: info@sensescotland.org.uk

www.sensescotland.org.uk

Sense Scotland provides services and is involved in policy development for children and adults with complex support needs due to deafblindness or sensory impairment, learning disability or physical disability.

Skills Development Scotland

Alhambra House, 45 Waterloo Street
Glasgow G2 6HS

tel: 0141 285 6000

email: info@skillsdevelopmentscotland.co.uk

www.skillsdevelopmentscotland.co.uk

Skills Development Scotland is Scotland's new skills body.

SKILL Scotland

Norton Park, 57 Albion Road, Edinburgh EH7 5QY

Helpline: 0800 328 5050

tel: 0131 475 2348 fax: 0131 475 2397

textphone: 0800 068 2422

email: admin@skillscotland.org.uk

www.skill.org.uk

Skill Scotland promotes opportunities for young people and adults with any kind of disability in post-16 education, training and employment.

Tourette Scotland

Algo Business Centre, Glenearn Road
Perth PH2 0NJ

tel: 01738 450 411

email: info@tourettescotland.org

www.tourettescotland.org

Tourette Scotland provides advice and support for children and adults with Tourette syndrome and the people who live and work with them.

Transforming Transitions

Equity in Education, Volunteer Resource Centre
School Brae, High Street, Peebles EH45 8AL

tel: 0131 228 5929

email: enquiry@equityineducation.org

www.equityineducation.org

Transforming Transitions provides person-centred planning for children and young people around school transition times.

Who Cares? Scotland

5 Oswald Street, Glasgow G1 4QR

tel: 0141 226 4441 fax: 0141 226 4445

email: enquiries@whocaresScotland.org

www.whocaresScotland.org

Who Cares? Scotland provides support, information and advocacy for children and young people who are in care, looked after and accommodated in Scotland.

Local authority contacts

Enquire maintains a list of local authority Additional Support for Learning officers. Please call the helpline to find the name of your local officer.

Aberdeen City Council

Education

Education, Culture & Sport
5th Floor St. Nicholas House
Broad Street, Aberdeen, AB10 1XJ
tel: 01224 346 023

Psychological Services

AECC, Balgownie 1, Conference Way
Bridge of Don, Aberdeen AB 23 8AQ
tel: 01224 814 714

Aberdeenshire Council

Education

Education Office, Woodhill House, Westburn Road
Aberdeen AB16 5GB
tel: 01224 664 630

Psychological Services

Woodhill House Annexe, Westburn Road
Aberdeen AB16 5GB
tel: 01224 664 270

Angus Council

Education

Angus House, Orchardbank Business Park
Forfar DD8 1AE
tel: 01307 476347

Psychological Services

Montrose Road Centre, Montrose Road
Forfar DD8 2HT
tel: 01307 473642

Argyll & Bute Council

Education

Community Services, Argyll House
Alexandra Parade, Dunoon PA23 8AJ
tel: 01369 704 000

Psychological Services

Community Services, Argyll House
Alexandra Parade, Dunoon PA23 8AJ
tel: 01369 708 537

Clackmannanshire Council

Education

Educational Development Services
Lime Tree House, Castle Street, Alloa FK10 1EX
tel: 01259 450 000

Psychological Services

15 Mar Street, Alloa FK10 1HR
tel: 01259 226 000

Dumfries & Galloway Council

Education

School Service, Woodbank, Edinburgh Road
Dumfries DG1 1NW
tel: 01387 260 427

Psychological Services

East: Dryfe Road, Lockerbie, DG11 2AS
tel: 01671 205 089
West: Brewery House, 23 King Street
Newton Stewart DG8 6DQ
tel: 01671 402 475

Central: St Theresa's Primary School
Lochside Road, Dumfries DG2 0DY
tel: 01387 267 350

Dundee City Council

Education

Education Department, Floor 8, Tayside House
Crichton Street, Dundee DD1 3RJ
tel: 01382 433 111

Psychological Services

Education Psychology Service
St Ninian's Primary School, Dochart Terrace
Dundee DD2 4HB
tel: 01382 432 989

East Ayrshire Council

Education

Department of Educational and Social Services
Council Headquarters, London Road
Kilmarnock KA3 7BU

tel: 01563 576 175

Psychological Services

Woodstock Centre, Woodstock Street
Kilmarnock KA1 2BE

tel: 01563 555 640

East Dunbartonshire Council

Education

School Provision & Transport, Boclair House
100 Milngavie Road, Bearsden, Glasgow G61 2TQ

tel: 0141 578 8722

Psychological Services

Gartconner Primary School, Gartshore Road
Kirkintilloch G66 3TH

tel: 0141 775 2645

East Lothian Council

Education

Department of Education and Children's Services
John Muir House, Haddington EH41 3HA

tel: 01620 827 631

Psychological Services

Department of Education and Children's Services
John Muir House, Haddington EH41 3HA

tel: 01620 827 944

East Renfrewshire Council

Education

Education Department, Council Offices
211 Main Street, Barrhead G78 1SY

tel: 0141 577 3430

Psychological Services

55 Burnbank Drive, Barrhead G78 2ER

tel: 0141 577 8510

City of Edinburgh Council

Education

Children and Families Department
Waverley Court, 4 East Market Street
Edinburgh EH8 8BG

tel: 0131 469 3000

Psychological Services

Westwood House, 498 Gorgie Road
Edinburgh EH11 3YJ

tel: 0131 469 2800

Falkirk Council

Education

Education Services, Sealock House
2 Inchyra Road, Grangemouth, FK3 9XB

tel: 01324 506 600

Psychological Services

Educational Psychology Service, Park Street
Falkirk FK1 1RE

tel: 01324 503 680

Fife Council

Education

Education Service, Rothesay House
Rothesay Place, Glenrothes KY7 5PQ

tel: 01592 414 141

Psychological Services

Auchterderran Centre, 14 Woodend Road
Auchterderran, Lochgelly KY5 0NE

tel: 01592 583 349

Glasgow City Council

Education

Education Services, Wheatley House
25 Cochrane St, Glasgow G1 1HL

tel: 0141 287 2000

Psychological Services

North: 48 Gourlay Street, Glasgow G21 1AE

tel: 0141 558 5303

West: Anderston Primary School

3 Port Street, Glasgow G3 8HY

tel: 0141 221 3419

East: St. Anne's Primary School

35 David Street, Glasgow G40 2UN

tel: 0141 277 7660

South: Battlefield Primary School

Carmichael Place, Glasgow G42 9SY

tel: 0141 632 0638

Highland Council

Education

Department of Education, Culture & Sport
Glenurquhart Road, Inverness IV3 5NX

tel: 01463 702 804

Psychological Services

11-13 Culcabock Avenue, Inverness IV2 3RG

tel: 01463 233 494

Inverclyde Council

Education

Education Services, 105 Dalrymple Street
Greenock PA15 1HT

tel: 01475 712 850

Psychological Services

Highholm Centre, Highholm Ave
Port Glasgow PA14 5JN

tel: 01475 715 430

Midlothian Council

Education

Education Services, Fairfield House
8 Lothian Road, Dalkeith EH22 3ZG

tel: 0131 271 3718

Psychological Services

Greenhall Centre, Gowkhill
Gorebridge EH22 4PE

tel: 01875 823 699

The Moray Council

Education

Educational Services, High Street, Elgin IV30 1BX

tel: 01343 563 297

Psychological Services

Beechbrae Education Centre, Duffus Road
Elgin IV30 4NP

tel: 01343 550 999

North Ayrshire Council

Education

Educational Services, 4th Floor
Cunninghame House, Irvine KA12 8EE

tel: 01294 324 400

Psychological Services

6a Kilwinning Road, Vineburgh Park
Irvine KA12 8RR

tel: 01294 272 427

North Lanarkshire Council

Education

Education Department, Municipal Buildings
Kildonan Street, Coatbridge ML5 3BT

tel: 01236 812 222

Psychological Services

Education Department, Municipal Buildings
Kildonan Street, Coatbridge ML5 3BT

tel: 01236 812 825

Perth & Kinross Council

Education

Education and Children's Services, Pullar House
35 Kinnoull Street, Perth PH1 5GD

tel: 01738 476 000

Psychological Services

Education and Children's Services, Pullar House
35 Kinnoull Street, Perth PH1 5GD

tel: 01738 476 200

Renfrewshire Council

Education

Education and Leisure Services, South Building
Cotton Street, Paisley PA1 1LE

tel: 0141 842 5699

Psychological Services

Abbey House, 8 Seedhill Road, Paisley PA1 1NQ

tel: 0141 840 3777

Scottish Borders Council

Education

Education and Lifelong Learning
Council Headquarters, Newton St Boswells
Melrose TD6 0SA

tel: 01835 824 000

Psychological Services

Education and Lifelong Learning
Council Headquarters, Newton St Boswells
Melrose TD6 0SA

tel: 01835 825 210

South Ayrshire Council

Education

Education Department, County Buildings
Wellington Square, Ayr KA17 1DR

tel: 01292 612 285

Psychological Services

Ayr, St John's Primary School, Whitletts Road
Ayr KA8 0JB

tel: 01292 261 738

South Lanarkshire Council

Education

Education Resources, Council Offices
Almada Street, Hamilton ML3 0AE

tel: 01698 454 369

Psychological Services

Station Road, Blantyre G72 9AA

tel: 01698 710 568

Stirling Council

Education

Education & Children's Services, Viewforth
Stirling FK8 2ET

tel: 01786 442 666

Psychological Services

4 Woodside Road, Raploch, Stirling FK8 1RF

tel: 01786 442 530

West Dunbartonshire Council

Education

Educational Services, Council Offices
Garshake Road, Dumbarton G82 3PU

tel: 01389 737 309

Psychological Services

c/o Carleith Primary School, Stark Avenue
Duntocher, Clydebank G81 6EF

tel: 01389 800491

West Lothian Council

Education

Education and Cultural Services
West Lothian Civic Centre, Howden South Road
Livingston EH54 6FF

tel: 01506 281 258

Psychological Services

Ogilvie House, Ogilvie Way, Knightsridge
Livingston EH54 8HL

tel: 01506 775 800

Island Councils

Comhairle nan Eilean Siar – Western Isles Council

Education

Education & Children's Services, Schools &
Resources, Sandwick Road, Stornoway HS1 2BW

tel: 01851 709 435

Psychological Services

Education Offices, Sandwick Road
Stornoway HS1 2BW

tel: 01851 709 437

Orkney Islands Council

Education

Department Education and Recreation Services
Council Offices, School Place, Kirkwall KW15 1NY

tel: 01856 873 535

Psychological Services

Papdale House, Berstane Road, Kirkwall KW15 1NA

tel: 01856 874 779

Shetland Council

Education

Education Service, Hayfield House, Hayfield Lane
Lerwick, Shetland ZE1 0QD

tel: 01595 744 000

Psychological Services

2 Bank Lane, Lerwick, Shetland ZE1 0DS

tel: 01595 694 488

If you have any questions about this guide or about your child's education, you can email your enquiry via our website or you can call our helpline and speak to trained advisers.

We also have guides for children and young people giving information about school, additional support for learning and being involved in decisions. Please contact us to order copies or download the booklets from our website.

Contact:

Enquire, Children in Scotland, Princes House, 5 Shandwick Place,
EDINBURGH EH2 4RG

Helpline: **0845 123 2303**
(Access to interpreters through Language Line)

Text Relay: 18001 0845 123 2303

Office: 0131 222 2425

Email: info@enquire.org.uk

www.enquire.org.uk

Our helpline hours are:

Monday 9am - 4:30pm

Tuesday 9am - 4:30pm

Wednesday 9am - 4:30pm

Thursday 9am - 4:30pm

Friday 9am - 4:30pm

Enquire is grateful to the many people and organisations who contributed to and worked alongside us in developing the guide.

We are especially grateful to the parents who took time to attend the consultations on the first edition of this guide and who gave their valuable input.

Enquire, 5 Shandwick Place, Edinburgh EH2 4RG

helpline: 0845 123 2303
(Access to interpreters through Language Line)

text relay: 18001 0845 123 2303

office: 0131 222 2425

email: info@enquire.org.uk

web: www.enquire.org.uk



The Clear English Standard does not apply to pages 41 and 48.

Enquire is managed by Children in Scotland and funded by the Scottish Government



Children in Scotland is the national agency for voluntary, statutory and professional organisations and individuals working with children and their families in Scotland. **www.childreninscotland.org.uk**



The Scottish Government is the devolved government for Scotland. Its responsibilities include health, education, justice, rural affairs and transport. **www.scotland.gov.uk**