

## FURTHER INFORMATION AND ADVICE

Contact Education Support Officer (ASN)  
Hayfield House  
Hayfield Lane  
Lerwick  
Shetland ZE1 0DQ  
Telephone 01595 744092



Shetland Islands Council

PARENT INFORMATION LEAFLET

# Does your child need support to learn?

### You may like to request additional information from

- Leaflets on Autism, Dyslexia, Vision, Hearing and Communication Needs
- Psychological Service
- Additional Support Needs Tribunals
- Shetland Islands Council Placing Request Policy
- Shetland Islands Council Exclusions Policy
- Scottish Executive Guide for Parents about the Act

Information can be made available in community languages and alternative formats on request

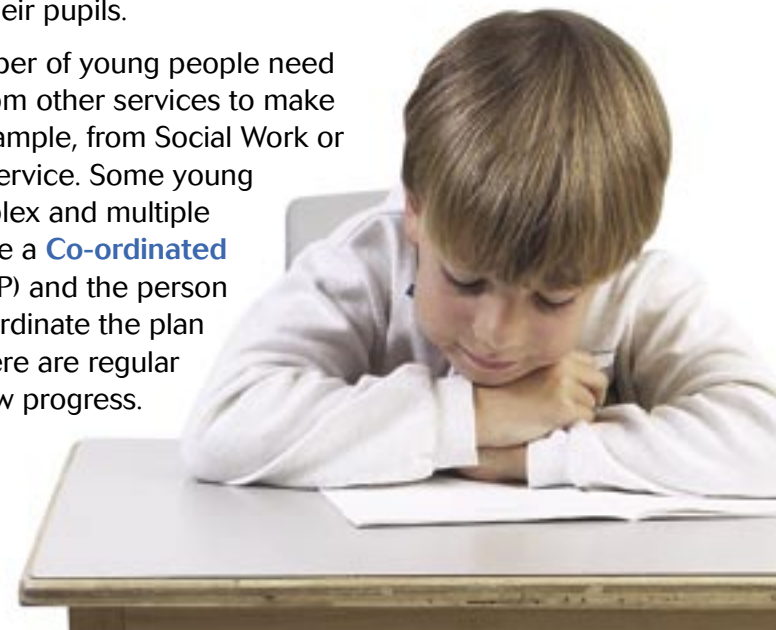


There are many reasons why a young person may need **ADDITIONAL SUPPORT** to learn, at some point throughout their school life.

Schools must identify **ADDITIONAL SUPPORT NEEDS** and put support in place as early as possible to make sure your child is a successful learner. We may need your help to do this.

A small number of pupils who need **ADDITIONAL SUPPORT** to learn have an **Individualised Educational Plan** (IEP) which helps to identify what they will learn and who or what they need to help them. Additional Support Needs teachers work closely with mainstream teachers to draw up this plan and to put it into action. Almost every school in Shetland has a full or part-time Additional Support Needs teacher and some schools have Additional Support Needs Auxiliaries who are appointed to help teaching staff meet the needs of all their pupils.

A very small number of young people need additional help from other services to make progress – for example, from Social Work or from the Health Service. Some young people with complex and multiple needs should have a **Co-ordinated Support Plan** (CSP) and the person appointed to co-ordinate the plan will make sure there are regular meetings to review progress.



## WHO ELSE CAN HELP YOUR CHILD?

Depending on your child's needs, he or she may benefit from working with some of the following services:

### **Health Board Telephone 01595 743000**

(eg. Therapists, Clinical Psychologist, Community Childrens Nurse)

### **Bruce Family Centre Telephone 01595 694936**

(eg. Home Link Teachers, Pre-School Teacher)

### **Additional Support Needs Team**

**Telephone 01806 522826**

(eg. Support Workers, Support for Behaviour)

### **Psychological Service**

**Telephone 01595 694488**

(eg. Psychologist, Advisory Teachers for Vision and Hearing)

### **Voluntary Agencies**

**Telephone 01595 743900**

(eg. Befrienders, Art Therapist, Disability Shetland, Advocacy Shetland)

### **Mediation Service**

**Telephone 01595 744008**

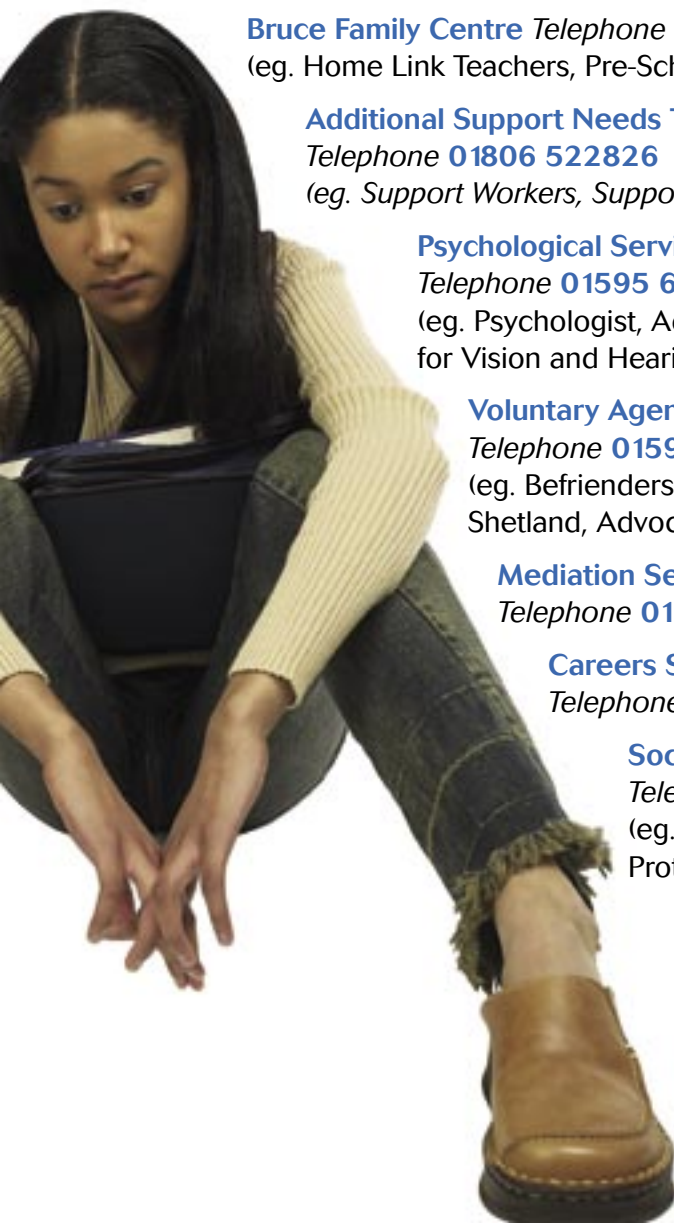
### **Careers Scotland**

**Telephone 01595 695791**

### **Social Work**

**Telephone 01595 744400**

(eg. Respite Services, Child Protection, Family Support)



## RIGHTS FOR PARENTS

Shetland Islands Council Education Service is committed to supporting you and working with you to help your children learn. Staff are dedicated to working in the best way possible with you, in the interests of your child, and to resolving disagreements if at all possible.

You now have the right to use a Mediation Service to help you resolve any dispute you may have with your school. In relation to your child's needs, you and your child have the right to ask the Education Service to establish whether your child has additional support needs and for an assessment be done. You may also wish to use the services of an independent adviser or advocate.

You also have the right to appeal what is written in your child's Co-ordinated Support Plan. New independent family-friendly Tribunals will hear any appeal you wish to make if it concerns your child's Co-ordinated Support Plan.

## NEW RIGHTS FOR YOUNG PEOPLE

We want to involve young people as much as possible in the decisions made about their learning. Schools use a variety of ways to make sure that they hear – and listen to – young people with additional support needs. Some may benefit from the use of an advocate or supporter in meetings, and we will make sure that this is possible.

Before a young person with additional support needs leaves school, a planning meeting will take place to make sure that all steps necessary for the handover from child to adult services have been taken. If the young person has a co-ordinated support plan, then the other supporting agencies will be involved in the meeting.

