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| Name of provider and status Role of author | Contact helpline case study Helpline parent adviser – SEN team |
| Background details: | Name – Child J Gender – Male, ASD Age 14/ year group 9 SEN status: SEN support Type of school - mainstream |
| Brief reason for selecting: | Contact helpline– issue more often raised towards the end of school term – July 2018 |
| Overview of the issues: | Mr M called the Contact helpline. He was worried about his son J’s education. He told the parent adviser his son’s school had called him on the phone and asked that he keep J at home until the end of term or they would permanently exclude J. Mr M told us that he had received nothing in writing to confirm J has been formally excluded or the reason for the exclusion. Mr M was unclear whether J would be allowed back in to school at the start of next term (year 10). Mr M felt that J was not getting enough support in school and believed that an EHC assessment request had been made by the school, but he not been contacted by the local authority about J’s needs. |
| Areas relating to: | SEN support in mainstream school, unlawful exclusion, unmet SEN needs of J. |
| Advice and information provided: | <ol style="list-style-type: none"> 1. Contact advised Mr M that the school had not followed the lawful exclusion procedure and explained that if a decision is made to exclude, the school must put this writing. 2. We suggested that Mr M put his concerns in writing to the school and to ask for clarification on his son’s status. 3. We advised Mr M to contact the LA exclusion team and inform them his son was not in school and not receiving an education. 4. We provided the telephone number for the LA SEN team, and encouraged Mr M to call them to ask if they have received an EHC needs assessment request. 5. We provided Mr M with the contact details for the SENDIASS for local support. 6. We kept a record of Mr M’s enquiry and encouraged him to get in touch if he |

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| | requires further help or advice. |
| <p>Anticipated outcomes: (we do not case work or follow up on individual enquiries)</p> | <ol style="list-style-type: none"> 1. Mr M has a better understanding of law regarding exclusions and the procedure the school must follow. 2. Mr M feels more confident to formally raise his concerns to the school about their actions. 3. If the school has not made an EHC Needs Assessment request, Mr G knows how to make a parental request. 4. Mr M will contact SENDIASS for local support. |