

<b>Name of provider and status</b>	Contact helpline case study
<b>Role of author</b>	Helpline parent adviser – SEN team
<b>Background details:</b>	Name – Child B Gender – Male, brain injury Age 14/ year group 9 SEN status: SEN Support Type of school – mainstream
<b>Reason for selecting:</b>	Contact helpline – top 5 issue (EHC needs assessment/SEN support ) August 2018
<b>Overview of the issues</b>	Mrs G called the Contact helpline. She told the parent adviser that she felt B was now too anxious to go back to school next term (year 10). Mrs G told the adviser that although there was some support in place at the school, it was not consistently provided. Mrs G wanted to take B out of school as he was finding it more difficult to cope as he got older and expectations increased. Mrs G felt that a special school could better meet B's needs, and so also told the adviser she wanted to ask for an EHC needs assessment with a view to getting a special school placement.
<b>Areas relating to:</b>	SEN support in mainstream school, EHC needs assessments and EHC plans, rights of parent to elect to home educate, mental health needs of B.
<b>Advice and information provided:</b>	<ol style="list-style-type: none"> <li>1. The parent adviser explained to Mrs G that although the law gives parents the right to make their own education arrangements, she would be responsible for B's education if she took him out of school.</li> <li>2. We advised that before deciding, she could first explore what could be done within school to help B.</li> <li>3. We further advised that if the absence was likely to be long term, that Mrs G take B to the GP to get a doctor's fit note so that B's absence could be authorised and then alternative education put in place and request a referral to CAMHS.</li> <li>4. We encouraged Mrs G and suggested she should request an EHC assessment from her local authority so that B's educational needs could be fully explored.</li> <li>5. We signposted her to the Contact website for guidance on requesting an EHC needs</li> </ol>

	<p>assessment.</p> <ol style="list-style-type: none"> <li>6. We provided the contact details for her SENDIASS for local support.</li> <li>7. We kept record of Mrs G's enquiry and encouraged her to get in touch if she requires further help or advice.</li> </ol>
<p><b>Anticipated outcomes:</b> (we do not do case work or follow up on individual helpline enquiries)</p>	<ol style="list-style-type: none"> <li>1. Mrs G has better understanding of the responsibilities of the school to support B's SEN and mental health, and is more confident about talking to the school.</li> <li>2. Mrs G better understands the implications of removing B from school.</li> <li>3. Mrs G understands what an EHC plan is and her right to request an assessment from the local authority.</li> <li>4. Mrs G understands what support is available for her son's anxiety through school and the health service.</li> <li>5. Mrs G is better informed and has the contact details of local SENDIASS for local support and information.</li> </ol>