

Name of provider and status	Contact helpline case study – February 2019
Role of author	Helpline parent adviser (SEN team)
Background details:	Name: Child C Gender: Female Age: 13 Condition: Anxiety, autism SEN status – No support Type of provision – mainstream
Brief reason for selecting:	Contact helpline common concerns: unmet medical/health needs/SEN/ attendance
Overview of the issues:	Mum Mrs L called the Contact helpline. She told the parent adviser that C has not been attending school for two months due to severe anxiety. C had experienced bullying at school but Mrs L felt that the school did not take it seriously. C has attempted to return to school a few times, but Mrs L says that no support is put in place to support C and she cannot manage at school. L told the parent adviser, she is now considering home education for C.
Areas relating to:	SEN support/bullying/health needs
Advice and information provided:	<ul style="list-style-type: none"> -The Contact parent adviser discussed ways to seek supporting medical evidence for C's condition. -The adviser explained that they should create a re-integration plan for C – including support towards attaining full time attendance. -The adviser explained legal duties on school and how they should assess, plan, do and review and make arrangements for supporting children with medical needs. -The adviser explained that Mrs L can choose to home educate, if she feels that is best for C but she could challenge the school to do better or consider other schools too. - The adviser kept a record of Mrs L's enquiry, and invited her to return to the helpline if she needs further advice. -The adviser sent a follow up email to Mrs L including legal references relating to duties of schools and duties on the local authority to provide alternative education.
Anticipated outcomes: (we do not case work or follow up on individual enquiries)	<p>Mrs L will secure medical evidence and request CAMHS referral.</p> <p>C will receive an education, either through re-integration to school, or alternative provision from the LA or home education.</p> <p>Mrs L will feel more confident about her rights to home educate C.</p>