



# Every child is included and supported: Getting it right in Glasgow, the Nurturing City

## **Additional support for learning parent's guide**



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# Additional Support for Learning Parents' Guide

## A Parent's<sup>1</sup> Introduction to Additional Support for Learning in Glasgow

All of us with responsibility for meeting the needs of children and young people in Glasgow know that good outcomes depend on strong partnerships between parents, schools and everyone in Education Services. Our most vulnerable children are those with additional support needs, whether those needs arise from physical or sensory difficulties, learning disabilities or social and emotional difficulties. Education Services has a duty to prevent additional support needs becoming a barrier to learning and progress. We work within a legal framework which includes the Education (Additional Support for Learning) (Scotland) Act, 2004, which was amended in 2009.

Recently, we have improved our communication with parents of children with additional support needs by:

- meeting regularly with a core group of parents, The Parents' Forum, who discuss and advise on a range of issues;
- sending out Network News, which contains up-to-date information about ASL in Glasgow, to a wide mailing list of parents. You can access Network News at:  
[www.glasgow.gov.uk/index.aspx?articleid=19188](http://www.glasgow.gov.uk/index.aspx?articleid=19188) or you can ask for a copy at any school;
- holding the first of a series of ASL Parents' Conferences, with the agenda set by parents;
- ensuring all parents have information about who to contact if they have any concerns;

- helping to set up ASL Parents' Groups as sub-groups of the Parents' Council in a range of schools/centres;
- providing support material to parents, for example, the Parents' Guide to resolving disputes and to mediation, Routes to Resolution.

Parents tell us that getting up-to-date and accurate information remains one of their greatest concerns. They also tell us that making links with other parents who understand their worries is a particularly valuable support.

We want to provide information about:

- provision for children and young people with additional support needs in Glasgow;
- our systems for identifying and assessing needs and planning for and reviewing progress;
- how to work with your child's school to get the best possible outcomes.

We will make this information available as widely as possible, both online and through our schools, and we will review it regularly.

We will make it available in a taped format and will provide it in Braille or in other languages on request. We would welcome your comments or suggestions to help us continue to improve.

**Maureen McKenna**  
Executive Director of Education

<sup>1</sup> Throughout this introduction the term "parent" refers to parents and carers

## Summary of information available online and in schools

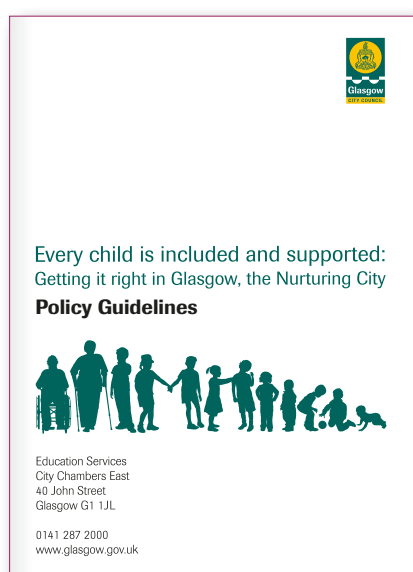
### Every Child is Included - ASL Policy in Glasgow

Glasgow City Council Education Services' policy on meeting additional support needs is called Every Child is Included. You can access Every Child is Included and Supported online at:

<https://www.glasgow.gov.uk/CHttpHandler.ashx?id=32783&p=0>

or request a copy from your local school or early years establishment.

The cover page of the policy looks like this:



There are also support materials linked to the policy which can be accessed using the same link.

The policy was revised in 2015, following consultation with a range of people, including parents. The policy sets out how Education Services works to ensure that all children and young people have their additional support needs identified and assessed, and their progress planned for and reviewed. It links very closely to other Education Services and Council policies such as Promoting Positive Behaviour. It also connects to current developments in the curriculum and in learning and teaching.

The policy takes full account of the legislative framework set up in Scotland in 2004 by the Education (Additional Support for Learning) (Scotland) Act 2004 (amended 2009). There is also a National Code of Practice which explains the principles of the legislation and Glasgow City Council Education Services, like all education authorities, has to have regard to the advice of the Code of Practice. The Code contains helpful summaries of the features of good practice and some very useful case studies. It can be accessed at:

[www.scotland.gov.uk/publications/2011/04/04090720/21](http://www.scotland.gov.uk/publications/2011/04/04090720/21)

Every Glasgow school and nursery has a position statement explaining how they put *Every Child is Included* into practice. You can get a copy from the head of the school or the nursery.

As well as our policy we have put additional information online for parents. This additional information covers:

- Routes to Resolution - What to do if things go wrong
- Support for young carers
- Support for Looked after Children
- Support for children and young people who have visual or hearing impairments
- Support for children and young people who have communication difficulties, including autism and Asperger's Syndrome
- Support for children and young people who have social, emotional and behavioural needs
- Nurture Groups and Corners
- Inclusion teams and outreach support
- Planning to meet needs and reviewing progress
- Transitions
- Moving on from school.

## Parents and carers often ask how they can best work with schools to make sure things go well for their children

Parents and education staff at all levels have to work closely together if children with additional learning needs are to be well supported. Good communication is essential. In almost every situation, school staff and parents understand that they all want to do the best they can for children and therefore they treat each other with mutual respect even when disagreements arise.

Parents know their children best. We know that parents sometimes find it hard to talk about their children's additional support needs. Sometimes they feel they have told their story many times and yet no-one really understands. Headteachers and class teachers do want to get things right and to help all children develop and learn. If you want to talk to the headteacher, or depute headteacher in your child's school, you should always make an appointment. Making an appointment ensures you will have undivided time and privacy to talk. If you feel it would help, you can always take a partner or friend with you to a meeting. You should let school staff know if you want to bring someone with you before the meeting takes place.

In our experience of working with parents, talking together can solve nearly every problem. We expect school staff to listen carefully and with respect to what parents say and we expect that parents will listen with respect to school staff, even if there is any disagreement.

In a few cases, though, parents do not feel their concern has been addressed even after they have spoken to the headteacher or depute headteacher. If this happens, one way of taking things forward is to use the independent mediation system established by the ASL act. Glasgow's Education Services uses a service called Resolve. If your child has a Co-ordinated Support Plan, or in certain other circumstances, you can refer your concern to the ASL Tribunal.

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Full guidance about using mediation, dispute resolution, or the ASL Tribunal Process is contained in the support booklet *Routes to Resolution*, which you can access at:

[www.glasgow.gov.uk/CHttpHandler.ashx?id=32793&p=0](http://www.glasgow.gov.uk/CHttpHandler.ashx?id=32793&p=0)

under the heading, Supporting Glasgow's Learners **There are also** independent support services which may be able to help you, for example:

- **Enquire** – The Scottish Advice Service for ASL (phone 0845 123 2303). Enquire have some very useful publications including The Parents' Guide to Additional Support for Learning (2010) which is available online at [www.enquire.org.uk](http://www.enquire.org.uk)
- **The Scottish Independent Advocacy Alliance** (phone 0131 260 5380)
- **The Scottish Child Law Centre** (SCLC) at [www.sclc.org.uk](http://www.sclc.org.uk). The SCLC provides free expert advice and information through an advice line, email and text services. They also provide the Take Note advocacy service in partnership with Barnardo's Scotland.
- If you think it would be helpful, you could also ask to speak to a member of Education Services staff. Key contact details are available in every edition of Network News, our parents' information sheet, which is available in all Glasgow schools or can be accessed at [www.glasgow.gov.uk/index.aspx?articleid=19188](http://www.glasgow.gov.uk/index.aspx?articleid=19188)

In a very few cases, parents want to make a formal complaint about something that has happened. The procedures for making a complaint are explained online at:

[www.glasgow.gov.uk/index.aspx?articleid=16133](http://www.glasgow.gov.uk/index.aspx?articleid=16133)

or you can call 0141 287 5384 to get the information you want.

We hope that this brief summary of the information available is helpful to you. We'd be very pleased to get some feedback from you and to have you tell us if there is any other information you would like to have.