

Media Release

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Scotland's additional support helpline is a model for the UK

A telephone helpline for England and Wales along the lines of Scotland's well-established information service for additional support for learning is one of the recommendations made to the Department for Children, Schools and Families in the Lamb Inquiry.

The findings from the Inquiry, set up in 2008 to advise on effective ways to increase parental confidence in the assessment process for children and young people with special educational needs, were published today.

Scotland's advisory service for additional support for learning - Enquire - has operated a telephone helpline for 10 years to inform and empower children, young people and their families on all areas related to additional support needs. During the consultation process Chair of the Inquiry Brian Lamb met with Children in Scotland, who manage Enquire on behalf of the Scottish Government.

Expressing appreciation of Enquire's service, parent Karen Ryan from Angus said: "I can honestly say that without this help and my conversation with an Enquire staff member I really feel that my daughter would have been leaving school this year. As a result of helping me understand my daughter's legal rights, she is staying on at school for another year – thank you! This was the outcome we wanted."

Adam Ingram, Minister for Children and Early Years, said: "Enquire provides a valuable advice service for parents, carers and families of children with additional support needs to help them understand their rights. Professionals working with children who need extra help at school also greatly appreciate the information, advice and support provided by the service."

Notes to Editors

1. **Children in Scotland** is the national agency for the whole of the children's sector, reaching over 250,000 individuals through our extensive membership of more than 450 statutory agencies, voluntary sector organisations, professional associations and community groups. For further information visit www.childreninscotland.org.uk.
2. Enquire is the Scottish advice and information service for additional support for learning managed by Children in Scotland and funded by the Scottish government.

The free service offers advice and information through a national helpline, written responses to emails and its website. It also offers training and talks and produces a range of free publications. For more information visit www.Enquire.org.uk.

3. In the past 10 years over 12,600 people have contacted Enquire to discuss a child's education. Over 8500 people have attended Enquire information events and over 77,000 people have been sent a Parents' Guide.
4. The need for, and right to, additional support for learning can be triggered by a wide range of circumstances, including (but not limited to): physical disability; young carers' responsibilities; behavioural difficulties; the needs of looked-after children; problems at home; social or emotional difficulties; or whatever other learning difficulties keep children from succeeding in school.

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