



Children in Scotland brings together a network of people working with and for children, alongside children and young people themselves, to offer a broad, balanced and independent voice. We create solutions, provide support and develop positive change across all areas affecting children in Scotland.

Children in Scotland delivers a range of services, including **Enquire**, the Scottish advice service for additional support for learning.

About Enquire

Enquire provides advice and information to parents, carers and professionals on the rights of children and young people to support with their education. We also provide information and advice directly to young people.

We do this through our Enquire and Reach website and social media channels, our free information and advice sessions, information videos (available on our You Tube channel), as well as our helpline.

Enquire supports the national [Inclusion Ambassadors project](#), along with Children in Scotland, and are partners in the [My Rights, My Say service](#) which helps children aged 12-15 with additional support needs exercise their rights in education.

Jacob's story

Jacob is six years old and is on the waiting list for an autism assessment. He can find the classroom environment overwhelming, particularly when it is loud and busy. This has resulted in Jacob exhibiting distressed behaviours, including shouting and sometimes trying to run out of the classroom. The school are regularly phoning Jacob's mum, Sandra, to ask her to come and collect him.

Sandra contacted Enquire looking for some advice about how to speak to the school about getting more support in place for her son as she's worried about how often he's feeling distressed in class and how much learning he's missing. Although she has very understanding employers, she is also concerned that the time off she's needing to take will start to jeopardise her job.

Enquire's trained helpline advisers listened to the experiences of Jacob and his mum. They shared information about Jacob's right to an education and his right to support despite not

yet having a formal autism diagnosis. They also advised the current practice of having Sandra collect him without a formal exclusion was unlawful. Together, the helpline adviser and Sandra discussed her options and supported Sandra to come up with a plan to get things back on track for Jacob.

After the call with Enquire, Sandra put her main concerns in writing to Jacob's school, and requested a meeting with the deputy headteacher, the class teacher and an educational psychologist. Sandra shared information about how Jacob is supported at home, and the signs that indicate he feels unsafe or distressed. After some discussion, the school agreed to review his support plan to include this information, and decided to try some new strategies, including having a quiet space Jacob can go to when he is struggling.

The school and Sandra agreed to keep talking about what is working and what is not for Jacob and to meet again in a few weeks to see if any of the measures implemented have helped.

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This case study is indicative of many of the enquiries we receive through our helpline.

As in this example, it is important to know that a child is entitled to additional support if they need extra help compared to their peers for any reason. This does not require a formal diagnosis.

For more information about Enquire, or to find information about support for learning for your child, visit the Parents and Carers section of our website:

<https://enquire.org.uk/parents>

To find out more about the information and advice we have for young people, visit Reach:

<https://reach.scot/>

View our free information videos on the [Enquire You Tube channel](#).

Find us on [Facebook](#), [Instagram](#) and [X \(formerly Twitter\)](#)