

## **New Dorset Education Advice line goes live**

From Monday 18 October, a new Advice Line will be operated, Mondays to Fridays 10am – 4pm during term time. The Advice Line is part of our 'Local Offer' to children, young people and families and will work alongside existing services such as SENDIASS and the Educational Psychology Telephone Line.

This service is for parents, carers and professionals who are looking for advice regarding emerging issues for a child who might have special educational needs and disabilities (SEND). Parents and carers have told us it can be difficult to understand SEND services and how best to support their child. We know that providing information and advice early is vital to helping secure the right support for any child with emerging needs.

Parents, carers and professionals can book a 15-minute telephone call with a SEND Family Worker to talk through their concerns and issues. Appointments are booked by calling the FREEPHONE number, **0800 1404041** or online via the [webpage](#), and they will be called back at their allotted time. We are launching the service as a pilot so we can understand how we can improve our SEND Local Offer and improve this telephone support service.

Please contact [Kath Saunders](#) if you have any questions relating to the Education Advice Line.

### **Dorset Education Advice Line (DEAL)**

Do you want to discuss your child's emerging special educational needs? Are you worried that they might not be making the progress they should be?

Dorset Education Advice Line is a phone line for parents, carers and professionals who support children who may have special educational needs and disabilities (SEND). This advice line is part of our Local Offer to children, young people and families and will work alongside existing services such as SENDIASS and the [Education Psychology helpline](#).

Call this number or [complete our Dorset Education Advice Line online form](#) to book a conversation with one of our SEND Family Workers if you have any concerns or questions about how to support your child:

**Freephone 0800 14 040 41**

Lines are open:

☑ Monday to Friday

☑ 10am to 4pm

☒ term time only

A SEND Family Worker will email you with your 15 minute appointment where you can talk through your concerns and issues.

We're launching the service as a pilot so we can understand how we can improve [our SEND Local Offer](#) to you and improve this telephone support service.

**Dorset Education Advice Line (DEAL)**

Tel: [Freephone 0800 14 040 41](tel:08001404041)  
[Full contact details](#)

**Book a conversation with a special educational needs (SEN) Family Worker to talk through concerns you may have about:**

- academic development.
- social and emotional development
- transition concerns (this is transition in the wider sense like Early Years to primary school, primary to secondary school or secondary school to further education or into the workplace)

**We cannot refer you to other services from this conversation. We will offer advice and show you where to find support.**

We can also discuss the Graduated Approach with you during this call. The Graduated Approach covers what schools and educational settings can do to support your child and the [www.dorsetcouncil.gov.uk/local-offer](http://www.dorsetcouncil.gov.uk/local-offer).

The service is not able to help with queries about an existing education, health and care (EHC) plan. For those queries contact your SEN Provision Lead.

For queries about health issues contact your health professionals like your GP, health visitor or Wessex Healthier Together.