**Helplines within Inclusion Services (SEMH/Additional Needs Team/EPS)**

The purpose of the helplines is to give general advice around SEN issues that arise in school. Helpline consultations will be short, solution focused conversations to support Sencos with next steps that school may take.

The helplines will be accessed via email. To ensure a timely response, Sencos are asked to use “**Inclusion Services Helpline Query**” as the subject header.

The email should contain a brief description of your query. If you require a member of the team to phone you back rather than respond by email, you may request this. Please give a suggested time when you will be available.

General queries for e.g., advice around provision mapping/management, may be sent to any inbox but please do not send the same query to more than one email inbox.

Queries regarding individual pupils must be anonymous. It is expected that these queries will be at the earlier stages of presenting need; if significant input is needed, the school will be advised to send a referral in to the Inclusion Allocation Panel.

Queries will be responded to by phone or email as appropriate within 1-2 working days of the request coming in.

**SEMH** queries to be sent to:

[n.bell@bury.gov.uk](mailto:n.bell@bury.gov.uk) (secondary aged pupils)

[primarysemhteam@bury.gov.uk](mailto:primarysemhteam@bury.gov.uk) (primary aged pupils)

**Cognition and learning/communication difficulties** queries to be sent to:

[additionalneedsteam@bury.gov.uk](mailto:additionalneedsteam@bury.gov.uk)

**EPS** queries to be sent to:

[edpsych@bury.gov.uk](mailto:edpsych@bury.gov.uk)