



Inclusion Support Helpline

Purpose: This guidance outlines the process for schools and educational settings to access support from Bury Council's Special Educational Needs and Disabilities (SEND) and Inclusion Support Services. The process aims to provide a timely response to school concerns regarding pupils with a Social Emotional and Mental Health (SEMH) presentation or Communication and Interaction (C&I) needs who are at risk of suspension or permanent exclusion/placement breakdown. This includes where there are difficulties arising as a result of SEMH or neurodivergent presentation, and where risks are presented to the pupil or others.

Step-by-Step Process:

1. Initial Contact

Schools should e-mail inclusionsupport@bury.gov.uk with details of their concerns. Please include:

- Pupil details (year group, SEN Status and primary SEND need) ***Please do not include the pupil name or easily identifiable details**
- Description of concerns

2. Initial Screening Call

On receipt of the referral an initial screening call will be conducted within one working day. During this call, schools will have an opportunity to discuss their concerns and will be asked to provide further information.

As a result of the call, schools will be provided with educational advice and will be signposted to appropriate services and resources in which to support with the concerns outlined, and once parental consent has been obtained.

Please note that access to inclusion and outreach services may continue to be accessed through a referral to our Multi-agency Inclusion Panel, if the above criteria does not apply, via MIP@bury.gov.uk