

Inclusive Education Service Service Statement

Document Information

Title	Inverclyde Council Inclusive Education Service
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Description	This document summarises the Services provided, commitments and contacts.

Document History

Version	Status	Date	Author	Changes from Previous Version
1.0	Final	6 th Feb 2017	G McGovern	NA
2.0	Final	4 Feb 2019	G McGovern	Page 4: Updated to reflect service restructure IOIP priorities replaces SOA Outcomes Addition of Corporate Plan priorities

Overview of the Service

The Inclusive Education Service is committed to providing high quality education and support for all young people across Inverclyde to enable them to access educational provision that meets their needs and future aspirations.

Our educational establishments aim to:

- provide opportunities for inclusion for all young people
- nurture ambition and aspiration
- improve attainment and achievement
- create and widen opportunities for all children and young people to achieve their full potential
- reduce inequalities for all young people
- supply appropriate support for young people to assist with their learning
- support young people at each point of transition to ensure positive and appropriate destinations.

The Inclusive Education Service works to the National Improvement Framework with a focus on:

- ensuring we have the highest aspirations for all our children and young people
- ensuring that all our children are ready for learning and able to succeed
- making sure we have the right structures in place to deliver the improvements we need
- helping parents and communities to understand and to support children's education
- taking a broad and flexible approach to the Curriculum
- continuing to refine and adjust our Curriculum to ensure that it remains relevant and prepares our children for a rapidly changing world
- continuing to set the highest expectations for our teachers and education leaders throughout their careers
- identifying and addressing barriers to parental engagement to ensure that all parents can be involved in their child's education.

This means the Inclusive Education Service will:

- ensure a safe environment for all
- liaise with national agencies such as Education Scotland and the Care Commission to ensure national priorities are taken forward
- support schools to continue to improve through the development of high quality leadership at all levels and the provision of opportunities for high quality professional development for all staff
- monitor and report on the performance of schools
- work in partnership with parents to support children's learning
- oversee the placement of children in all educational establishments
- provide clear guidance on the development of the curriculum
- work in partnership with other local authorities to share, learn from and disseminate good practice.

Service Objectives

Our primary service objective is to Get it Right for Every Child, Citizen and Community. We have a number of wellbeing outcomes that we wish to achieve for all our children and young people; these are:

- Safe: all children will be kept safe

- **Healthy:** all children will have the best possible physical and mental health
- **Achieving:** we will improve opportunities for access to wider achievement and positive attainment outcomes for all children
- **Nurtured:** all children will have a nurturing environment in which to be supported and to learn
- **Active:** all children will have the opportunity to take part in activities and experiences which contribute to a healthy life, growth and development
- **Respected and Responsible:** all children will feel respected and listened to, share responsibilities and be involved in decisions that affect them
- **Included:** all children will be supported to overcome social, educational, health, employment and economic inequalities and will be included and valued as part of our community.

The Service has a wide remit with many individual functions, each of which has its own very particular objectives. The main components of the Service are:

- Additional Support Needs
- Educational Psychology
- Looked After Children
- Child Protection
- Education Transport
- Arts & Culture, Heritage and Music
- Libraries, Museums and Archives
- Communities (Community Learning and Development (CLD); Community Safety and Sport).

The Inclusive Education Service has a significant contribution to make to the delivery of all the strategic priorities in the Inverclyde Outcomes Improvement Plan (IOIP).

1. Population

Inverclyde's population will be stable and sustainable with an appropriate balance of socio-economic groups that is conducive to local economic prosperity and longer term population growth.

2. Inequalities

There will be low levels of poverty and deprivation and the gap in income and health between the richest and poorest members of our communities will be reduced.

3. Environment, Culture and Heritage

Inverclyde's environment, culture and heritage will be protected and enhanced to create a better place for all Inverclyde residents and an attractive place in which to live, work and visit.

In addition, the Service contributes to the delivery of the following priorities outlined in the Inverclyde Council Corporate Plan 2018/22.

- ❖ **Organisational priority 1:**
To promote Inverclyde to both residents and visitors alike as a place to live, work and visit.
- ❖ **Organisational priority 2:**
To work collaboratively to enable strong, connected and empowered communities, particularly in areas of deprivation, so that residents have influence and control over the things that matter to them
- ❖ **Organisational priority 4:**
To reduce the prevalence of poverty in our communities, with a particular focus on reducing child poverty
- ❖ **Organisational priority 5:**
To safeguard, support and meet the needs of our most vulnerable families and residents
- ❖ **Organisational priority 6:**
To improve the health and wellbeing of our residents so that people live well for longer
- ❖ **Organisational priority 6:**
To preserve, nurture and promote Inverclyde's unique culture and heritage
- ❖ **Organisational priority 9:**
To deliver services that are responsive to community needs and underpinned by the culture of innovation, continuous improvement and effective management of resources.
- ❖ **Organisational priority 10:**
To develop motivated, trained and qualified employees who deliver quality services that meet current and anticipated service needs

Customer Commitments

Our community consists of all our young people, their families and carers. They are our top priority and we are committed to:

- providing a high quality inclusive education service that meets the needs of all members of our community
- taking the views of all of our stakeholders into account
- making sure that effective communication strategies are in place for everyone impacted on by our service provision
- providing a high quality service, which meets the needs of our community and of which Inverclyde can be proud.

What You Can Expect From Us

- We will answer any communications promptly

- We will listen to any concerns you may have and take appropriate action within agreed timescales
- We will be professional and courteous
- We will take all reasonable steps to ensure privacy and confidentiality
- We will endeavour to provide you with information that is clear, easily understood and in your preferred format

How You Can Help Us

To ensure we are meeting the Standards set out in Section 4 and we are providing you with a quality service, you can help us by:

- ensuring effective communication. This includes telling us if we have not met your requirements, but also letting us know if we have exceeded your expectations.
- working in partnership with us to help support your child's education.
- informing us of any changes in your circumstances.
- treating us with courtesy and respect.

How You Can Contact Us

General Enquiries by contacting the Customer Service Centre on 01475 717171 or e-mail customerservices@inverclyde.gov.uk

If you have a generic enquiry you can also email admin.educationhq@inverclyde.gov.uk

If you require this information in another language or format, such as large font or Braille, please contact us on 01475 717171 or for hearing impaired 01475 717677 (office hours) or email us at customerservices@inverclyde.gov.uk

If You Make a Complaint to Us

Complaints will be dealt with in accordance with the Council's Corporate Comments, Compliments and Complaints Policy. Information can be found on the Inverclyde Council website at: <http://www.inverclyde.gov.uk/council-and-government/complaint>

You can complain in person at any of our offices, premises (e.g. libraries, museums, customer service centre etc.), by phone, in writing and email.

By telephone to the relevant department.

By email at comments@inverclyde.gov.uk or download and complete the complaints form on our website.

Send your complaint by post to:

Complaints
Inverclyde Council
Municipal Buildings
Greenock
Inverclyde PA15 1LY

It is easier for us to resolve complaints if you make them quickly and directly to the service concerned. So please talk to a member of our staff at the service you are complaining about. Then they can try to resolve any problems on the spot.