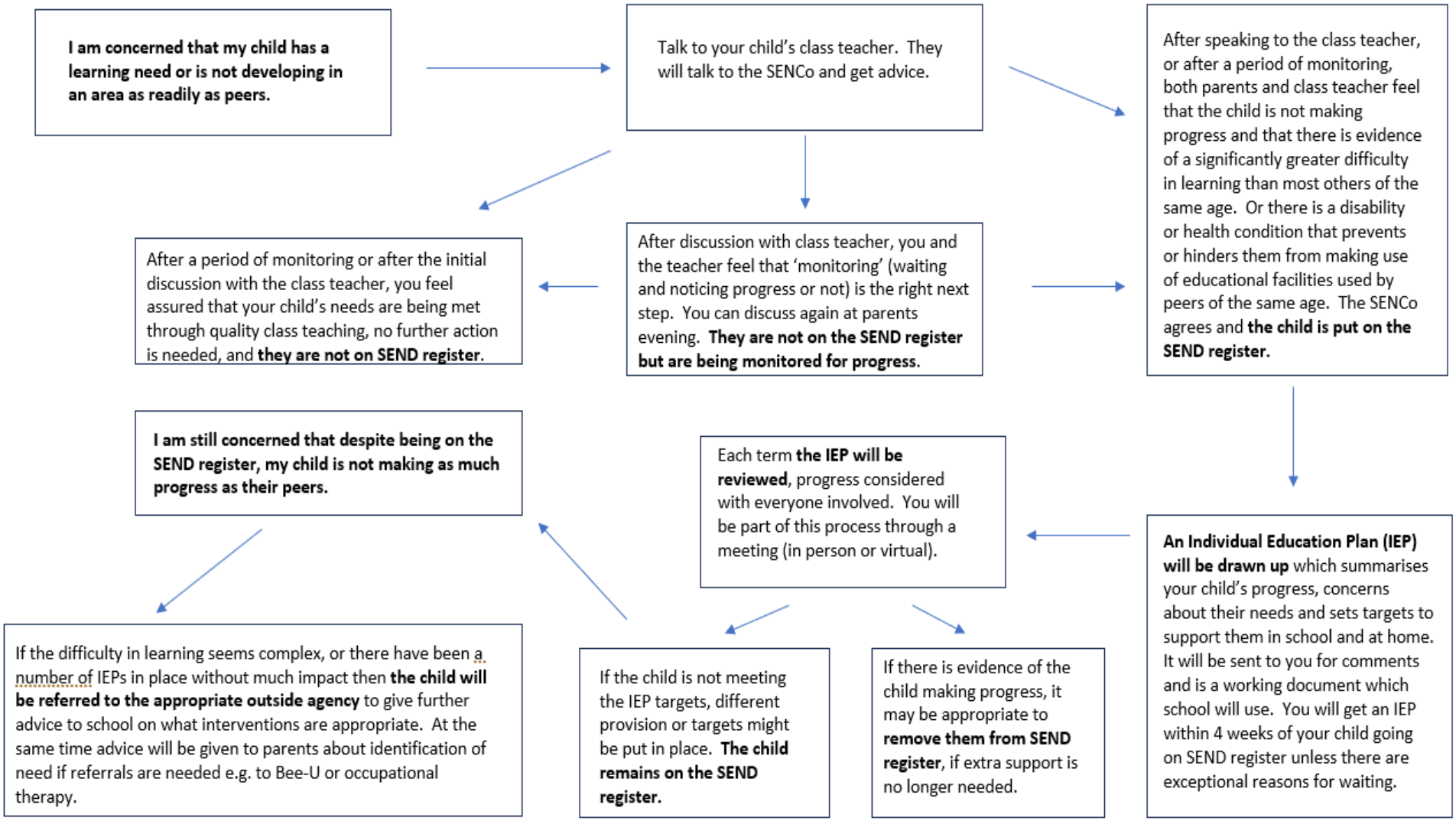Appendix 2: A Parents' Guide to how school support children with SEND