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| <b>Service Area Name:</b> | <b>The Link School Outreach Service<br/>Nursery to KS4                      2024-25</b> |
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| <b>Link School Sunderland:</b> | <b>Head Teacher: Donna Walker</b> |
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| <b>Services to Schools and Academies Account Manager:</b> | <p><b>Name:</b>                      <b>Glenn Robson</b></p> <p><b>Position:</b>                <b>Director of Outreach Services</b></p> <p><b>Contact No:</b>            <b>0191 5614780</b></p> |
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**Aims**

The Outreach Service work under the direct leadership of the Link School Sunderland. We work with maintained schools and academies to improve behaviour and ensure that young people engage in education. We strive to achieve positive outcomes for young people and their families and will support the schools we work with to develop a culture of positive behaviour management.

Our established model of integrated practices allows us to work in partnership with and support referrals to a wide range of external agencies within Early Help and medical/mental health services. We work with schools and families to support them to take responsibility for improving the behaviour of their young people to ensure that they are able to fulfil their potential.

**Delivery Sector – Maintained/ Academy/ Voluntary Aided/ Free School**

All Mainstream Schools/Academies

**Services Offered Under SLA**

**Our service**

We provide support, advice and specialist training within schools to support positive behaviour management and reflective practice. The overall aim of our service is to reduce levels of disruptive behaviour and to reduce exclusions. We offer a range of packages of support depending on the level of need within a school.

Our service is accessed via the Link School website in the Outreach section.

Our offer is now an established consultancy hours based model.

**Typical examples of consultancy hours usage:**

- Observations of pupils leading to advice and strategies to support them within the school environment.
- Direct work with an individual pupil over an agreed set number of weeks.
- Attendance at meetings regarding the individual pupil during the period of intervention, eg multi-agency meetings, Link School reviews and additional meetings with parents.
- Group work centred around the individual referral and up to three other pupils, as positive role models, for an agreed period of time.
- Providing written advice where appropriate in relation to statutory requests linked to Education Health Care Plans either pre or post assessment.
- Advice on behaviour related issues such as policies, positive handling, etc
- Brokering support to pupils, parents and carers where the family is not ready to access full Early Help support but may do so through our service.
- Supporting transitions.
- Hourage of support packages, flexibility for meetings, direct support on a roll on roll off basis and recording time/reports.

**Consultancy hours are calculated as:**

- preparation for visit
- time in school and any subsequent logging/reporting.
- Schools will receive a consultation log of these records at the end of any intervention.

Our intervention also includes support through to Specialist Panels such as VPP and support for the Education Health Care Plan process where appropriate. Accessing intervention from the team will strengthen any later requests for formalised placements, provided the referral has been completed in a timely manner. If a pupil already has an EHCP they will only qualify for consultation support initially. A pupil who is going on a managed move or Offsite Direction it is essential we have a relationship with the pupil and are included in all planning meetings for the support to follow.

**Training:**

In addition to consultancy hours, we also offer a range of training opportunities via the Link School Outreach Services. Programmes such as Team Teach, De-escalation, Behaviour Support Plans, Writing Effective SEN Support Plans, Behaviour Management, ECT's, lunchtime supervisors, Trauma etc.

Wider to this there is also an in-reach training offer. Some examples include:

**In school CPD, for Teaching Assistants, Higher Level Teaching Assistants and Teachers**

Opportunities for work shadowing, learning walks and teach meets can be offered to support staff development of behaviour management/relationship building strategies. Staff can be supported in EYFS/KS1/KS2/KS3 and KS4, for half day or full day sessions.

### **In school CPD, SENDCos and Senior Leadership staff**

Opportunities for SENDCos and Senior Leadership staff to work with key staff within the Link School on SEND/School improvement and curriculum priorities. Support with strategic vision, school improvement planning and monitoring documentation can be provided.

### **REACH OUT TO MINDFULNESS**

Training to develop and support a mindful approach to school, setting or school community with a view to an immediate start.

Please note there will be a separate training prospectus released in Summer term 2024

### **SLA Packages**

For specific school requirements or suggestions of alternative bespoke school SLA packages please contact Glenn Robson on 0191 5614780 or email [glenn.robson@schools.sunderland.gov.uk](mailto:glenn.robson@schools.sunderland.gov.uk) as we endeavour to find a package that meets all schools needs.

Should a school use its full allocation during the SLA period, additional consultancy or referrals may be available to purchase, at an additional cost. This will be at the discretion of the service providing the SLA, based on the capacity at the time to carry out this potential additional workload. The service will endeavour to accommodate these requests but they can't be guaranteed.

## **Cost of Services**

|          | <b><u>Infant/Primary/Junior/Secondary Offer</u></b>        | <b>SLA Price</b>             |
|----------|--|------------------------------|
| <b>A</b> | 3 half days of support (3hrs per half day)                 | <b>£1035</b>                 |
| <b>B</b> | 20 hours   | <b>£1880</b>                 |
| <b>C</b> | 40 hours   | <b>£3725</b>                 |
| <b>D</b> | 60 hours   | <b>£5540</b>                 |
| <b>E</b> | 70 hours   | <b>£6300</b>                 |
| <b>F</b> | 80 hours   | <b>£7275</b>                 |
|          | <b>Bespoke Package speak to service lead email account</b> | <b>Speak to service lead</b> |

## **Service Standards & How Good Performance Will be Measured**

Every member of the Team has regular case management supervision and Performance Management which includes case reviews with the Outreach Team Leader. The case management supervision process will consider the following:

- Responsiveness to formal referrals and telephone calls
- Regularity of visits to schools (including punctuality and preparation)
- Regularity of contact with families

- Agreed action in the time specified
- Behaviour outcomes / Outreach Support Plans (detailing intervention based on assessments)
- Accuracy of report / feedback
- For any consultation referral a full record will be provided of the visit including consultation time used. Schools with pupils undergoing direct work, will be regularly updated with progress/developments via the named case worker
- Evaluation feedback

## Monitoring and Evaluation

The Link School Outreach Service work within a framework of professional standards monitored through robust internal and external evaluation measures. At the end of each time limited case, the school, pupil and parents will complete an evaluation of the support given by the service. This information will be used to improve our effectiveness as a service and to make sure all relevant parties have a 'voice' on commenting on the service.

Routine evaluation surveys are sent to school to inform our service planning of what works effectively and what can be further improved to meet the needs of our school partners.

## Schools and Academies Responsibilities

In order to support effective and efficient Service delivery, responsibility for the following exists within school settings:

- Ensure the pupil receiving the support is Range 2/3 on the SEND Ranges with an active support plan.
- All areas of referral are completed fully with signed consent/SEN plan and GDPR privacy statement has been shared with parents fully. Without this from outset support will be delayed. Referrals and training request need to go to the dedicated inboxes for these requests.
- To inform the Service if any pupil is absent on any day of contact (ASAP). Failure to do so will result in a missed session and a time deduction from the SLA.
- Referrer to introduce the young person to the case worker during initial appointment. SENCO to make themselves available routinely through the intervention.
- To provide appropriate environment (room) for work with individual pupils that allows comfort and confidentiality.
- Should a safeguarding disclosure be made by a pupil while on school visit this will be immediately shared with the schools designated person to decide next course of action.
- Ensure timely completion of evaluations at the end of the intervention period in partnership with your case worker. These are **essential** in supporting and improving the service. Report recommendations from the service should be evidenced in future SEN support plans where appropriate.
- Ensure monitoring of SLA usage within your school.
- Any School requesting an update report for specialist panels will need to give the service at least 10 workings days notice. This also applies to invitations to any form of meetings.

## Compliments/Complaints/Disputes

Please refer to Link School Complaints policy