

SERVICE LEVEL AGREEMENT

AIMS OF THE SERVICE

The aim of The New Rush Hall School is to provide a comprehensive service which will enable mainstream schools to manage pupils experiencing Social, Emotional and Mental Health (SEMH) Difficulties. This will be accomplished through support for teachers and pupils in the context of the whole school, thus minimising the need for placement in special schools.

AGREEMENT PURPOSE

This Service Level Agreement (SLA) sets out the responsibilities placed upon the service and its partners for the proper distribution, management and use of the New Rush Hall Outreach Service resources to meet the requirements of the schools and Redbridge Local Authority.

The level of The New Rush Hall Outreach Service resources to schools will be determined by retrospective pupil data (previous academic year) i.e. the number of pupils on roll, the number of pupils entitled to Free School Meals, number of pupils experiencing SEMH Difficulties and the number of fixed term exclusions. Schools will be informed of their allocation during the course of the Summer Term each year.

THE RANGE OF WORK INCLUDES

- Observation/Consultation
- Individual Work
- Small Group Work
- Playground games and activities
- Joint Planning
- In-Class Support
- Circle Time
- Work with LSAs
- Liaison with staff re pupils from The New Rush Hall School on mainstream experience programmes
- Delivery of INSET
- Work as part of a multi-disciplinary team.

CORE FUNCTIONS

(a) Consultation and Advice

The Service will provide:

- Time to discuss with staff issues relating to the needs of children experiencing SEMH.
- An up to date knowledge of current resources and methods of working with pupils with SEMH.

- The time to demonstrate and share information with schools regarding resources to meet specific needs or purposes.
- Details of the consultation process to appropriate staff.

The School will provide:

- A completed online referral with the required evidence.
- Time for staff to meet with the outreach teacher.
- A willingness to secure additional resources when recommended for individual pupils or particular purposes within the constraints of their SEN budget.

(b) Observation

The Service will provide:

- Time to do one or more observations of specified pupils.
- Details of the observation to the agreed staff.

The School will provide:

Details of the timetable of the specified pupil.

(c) Joint Plan

The Service will provide:

- Time to meet staff, parents/carers and read pupil files.
- Possible ideas for components of a joint plan for the joint planning meeting.
- Agreed details of a plan to meet the needs of individual pupils and groups.
- The allocation of an agreed amount of time per week for each piece of work.
- Monitoring of progress as agreed at the joint planning meeting.

The School will provide:

- Details of arrangements for the joint planning meeting with staff and parents/carers and attendance by key staff.
- Key staff to consider ideas for the joint planning meeting.
- A contribution to the necessary resources i.e. teaching time, LSA time.
- Availability of pupils from lessons at the agreed times to meet with the outreach teacher.
- A room where the outreach teacher can work with the pupil.
- Alert the outreach teacher to any lack of progress if the pupil continues to cause concern.

(d) Reviews

The Service will provide:

- A written report by the outreach teacher for the review meetings.
- Attendance at review meeting by the outreach teacher.
- Outreach teacher to attend a meeting with SENCo/Deputy Head once per term to review work and plan for the next term.

The School will provide:

- Arrangements for review meetings for each pupil at SEN Support school action plus and dates of annual review meetings for statemented pupils/pupils with EHC Plans. These meetings should be held where possible on the day when the outreach teacher is usually at the school
- Attendance at review meetings by key staff who will produce minutes of the meetings.
- Key staff to attend meeting with the outreach teacher to review work and plan for the next term.
- If after review, a decision is made for an outreach teacher to finish a piece of work, the school will put in place monitoring processes and if appropriate provide an adult to continue the work.

MANAGEMENT OF THE SERVICE

The New Rush Hall Outreach Service is managed by the Outreach Coordinator supported by the Primary Outreach Coordinator.

COMPLAINTS PROCEDURE

Schools are always encouraged to discuss any complaint, in the first instance, with the outreach teacher involved, as most misunderstandings or difficulties can be resolved in this way. If the matter is not resolved then the complaint should be passed to the primary or secondary outreach coordinator. This can be discussed by telephone or in person but a written record of the complaint is required. A written record of the action taken should be held by both the school and the service. If the matter remains unresolved it will be passed to The Outreach Coordinator for further action.

DATABASE

Information provided by schools on the online referral and from evaluations will be kept on an electronic database. This is to enable the efficient management of our work and to monitor the quality of support.

In line with the requirements of the Data Protection Act, any data collected will only be used for the specific purposes for which it is collected. Personal data will only be kept for an appropriate length of time and will not be disclosed to other parties without the consent of the data owner.

Our responsibilities to the freedom of information act are covered here by the data protection act.

ABSENCE

We do not provide cover for short-term absences. Our staff are fully timetabled and we feel that it would be impractical and unhelpful to use supply cover owing to the sensitive nature of our work.

We will endeavour to provide cover for long term absences known in advance e.g. maternity leave. If we are unable to provide suitably qualified and experienced cover staff, we will consider a reimbursement of funds to the school as a gesture of goodwill. Each case will be considered separately.

Schools will be notified by The New Rush Hall School staff of any absence that will affect support at their school.

EVALUATION

The Service will provide:

Evaluation pro formas to be completed by SENCOs as follows:

- The evaluation of work sheet

This will be carried out when a piece of work is closed or in the case of Year 6 pupils during the summer term before transfer.

- The quality of support evaluation sheet

We will be asking SENCOs to complete this form online during the Spring Term.

- The pupil and parent evaluation sheets

We will be asking each member of staff to give us three completed pupil and parent evaluation forms by the end of each academic year. In addition we will be asking the parents of Year 6 pupils whom we are actively supporting to complete an evaluation form.

The School will provide:

Completed responses on the evaluation pro formas.

