



Telford & Wrekin
Co-operative Council

Protect, care and invest
to create a better borough

Children's Services

Children's Safeguarding and Family Support
Education and Skills

2023 onwards



Introduction

We deliver children's services on behalf of Telford & Wrekin Council including early help, education and social care. Our approach means that teams work in partnership to ensure that children and young people get the best coordinated response to meet their needs. We strive to provide excellent services that help to enable our families to be as independent as possible, raise their aspiration and maximise positive outcomes.

Our services include:

■ **Children's Safeguarding and Family Support** work with children and their families to help them to live in safe, supportive and loving families. Where this is not possible, we act as ambitious corporate parents, ensuring that our children feel cared for and cared about and are supported through to adulthood.

■ **Education and Skills** have the key purpose of promoting high aspirations for all of our children and young people, from early years through to adulthood.

A collaborative approach is operated with all our education settings to ensure that every young person receives the best possible education, drawing on the tremendous expertise our borough has to offer.

We welcome feedback and suggestions for improvement on how we are communicating and delivering our services on our journey of continuous improvement.



Councillor Shirley Reynolds

Cabinet Member for Early Years,
Children and Young People



Jo Britton

Executive Director
Children's Services



Darren Knibbs

Director for Children's
Safeguarding and Family
Support



Simon Wellman

Director for Education
and Skills



Children's Services Priorities 2022 onwards

1.

To create conditions so that every child is safe and feels that they belong in their home and educational setting.

2.

To promote access to a quality education offer for all children and young people across the borough.

3.

To focus on the best start in life and work with children, young people and their families as early as possible to avoid issues escalating.

4.

To develop a system wide approach with key partners to deliver our aspirations for children and young people.

5.

To ensure the workforce is skilled and develop a professional curiosity to adapt to changing service need.

6.

Every person to have access to opportunities to engage in stimulating activity which will improve their sense of wellbeing.

7.

To prepare our children and young people for independent, successful adulthood.

Children's Safeguarding and Family Support

Family Connect

Family Connect is a free and confidential service, made up of a multi-disciplinary partnership of internal and external agencies. Family Connect provide impartial advice, information, guidance as well as support on a full range of children's services available across the borough including childcare, activities, school admissions and finance.

Family Connect aims to ensure that families are getting the right help in the right place at the right time.

Family Connect is our front door for all child and young people safeguarding referrals.

Email: familyconnect@telford.gov.uk

Web: www.familyconnecttelford.co.uk

Tel: **01952 385385**

Emergency Duty Team (EDT)

The EDT provide an emergency social work service for urgent situations requiring support for safeguarding, mental health and crisis for adults, children and families outside of normal office hours, which cannot be left with an appropriate degree of safety until the next normal working day.

The service operates Monday to Thursday 5pm to 9am and from 5pm Friday through to 9am Monday. The service also operates during public holidays.

Strengthening Families

Are locality based and provide a variety of early help family support interventions, including managing the statutory responsibility of Children's Centre's. Strengthening Families provide local services for families with children aged 0-19 through children and family centre's, in a planned approach to ensure resources are targeted where they are most effective.

The Strengthening Families teams are located within three localities across the borough:

- Strengthening Families Hadley Castle
- Strengthening Families Lakeside South
- Strengthening Families Wrekin

All referrals to the Strengthening Families teams are coordinated via Family Connect.

Assessment Service

There are three teams within the Assessment Service (Hadley, Lakeside and Wrekin) who carry out child in need social work assessments, strategy discussions and child protection enquiries.

These teams work alongside families for the duration of the assessment, identifying needs and ensuring children and their families get the right levels of support at the right time and to ensure that children remain in their birth families'

care where it is safe for them to do so. Where this is not possible, the teams will secure the safety of the child in emergencies and issue care proceedings where there is any immediate need for protection.

CATE (Children at Risk through Exploitation)

CATE is a team that specialises in services for children and young people who are affected by child exploitation. The team works within multi-agency pathways (police, social care, health and education) to support children and young people to stay safe.

Family Safeguarding

The Family Safeguarding Service is made up of children's social workers, domestic abuse practitioners, domestic abuse officers, recovery workers, and mental health practitioners.

Family Safeguarding is a model of practice supporting the needs of children and adults so that children can safely remain within their families.

The Family Safeguarding model is a strengths-based approach which supports parents to make positive changes to family life. This is achieved through a more collaborative way of working where parents are motivated to identify the changes needed within their own families.

The Family Time Team

The Family Time Team facilitates direct and indirect family time between children and their families, when children are no longer placed in the care of their parents. Family time is tailored to the individual needs of the child and their families, ensuring the time they spend together is meaningful and of a high quality.

The Parenting Assessment Team

The Parenting Assessment Team undertake bespoke pre-birth and parenting assessments to inform long term plans for children. These assessments focus on all areas of parenting as well as the parents' lived experience.

The assessments also provide teaching, advice and tuition and make recommendations for any further support that can be made available to improve the experiences of children and ensure better outcomes for them.

The team are all trained in PAMS (Parenting Assessment Manual Software) which is a bespoke assessment using specific tools. This is to ensure that parents with levels of learning needs have a fair and appropriate assessment, advice, tuition and support is provided.

The team are also trained in Parent Assess which is another assessment tool which aids the assessment and support of parents with additional learning needs.

Children with Disabilities Service

We have two Children with Disabilities teams (Children with Disabilities Team 1, and Children with Disabilities Team 2) that provide a specialist service/intervention for children with complex needs relating to their disability. They undertake assessments and provide support to families to develop a plan that will assist the child/family. They work with children with disabilities where there are safeguarding concerns or where they are in the care of the Local Authority.

Case workers support families following assessment where needs have been identified, working with families to develop the support plan. This can result in targeted services in accordance with short break guidance.

Children's Occupational Therapists undertake assessments in the home where there may be a requirement for equipment for example bathing aids, specialist seating systems, specialist furniture or adaptations to the physical layout of the home.

Children in Care

The Children in Care Service provides a 0 to 18 years old service for children and young people who are in care. The Children in Care Service provides ongoing support and services to all children for whom there is no immediate plan to return to the care of their birth family.

The Children in Care Service also supports plans for children to return home where it is considered safe for them to do so. The team also provide

specialist support to unaccompanied asylum-seeking children.

Leaving Care Service

Young people transfer to the Leaving Care Service when they turn 18 years old. A Leaving Care personal advisor will be allocated alongside the social worker from the age of 16. They will then remain the allocated personal advisor once the young person reaches 18 and beyond. The Children in Care teams and the Leaving Care service work closely together and form a transition plan for each young person.

Family Solutions

The Family Solutions Team has responsibility for minimising the need for children to become looked after by the Local Authority where it is safe to do so, they also provide support to enable a seamless transition to return children home from the care of the local authority.

Family Group Conferencing also sits within this service area.

Fostering

The Fostering Service comprises of four teams with specific links to the statutory functions for the provision of fostering service functions. The teams provide a generic service to facilitate and support family placements as well as a significant role in supporting permanency within family placements.

The aim of the service is to ensure that children feel safe and secure in their placements within

fostering households, with carers that are appropriately trained, supported and able to provide quality care to meet the needs of our care experienced young people and maximise their life chances by being aspirational and ambitious for them. The service works in partnership with children/young people, their birth families, the children's social workers and the multi-agency network to ensure that the best possible outcomes are achieved. The teams are:

Recruitment and Family Finding

The team looks to recruit foster carers from a diverse range of backgrounds to provide nurture, support, stability and care for our fostered children. Our Family Finding Officers ensure the appropriate matching of children and young people to carers to promote the best possible outcomes for them. This team also focuses support to families who are offering more specialist provision, such as children moving to foster families from residential provision and also parent and child arrangements.

Fostering – mainstream

This team is responsible for the operational policies and procedures of the fostering service and to ensure the service meets and complies with statutory requirements and the National Minimum Fostering standards and regulations. The manager oversees the fostering panel functions and other linked responsibilities. The majority of our mainstream foster carers are supported by this team, where ongoing foster carer reviews are completed.

1 Family and Friends Assessment Team – this team undertakes assessments of Family and Friends/Connected people (viability assessments, Form Cs and private and public applications for Special Guardianship Orders).

2. Family and Friends Supervision and Support Team – this team provides support and supervision to Family & Friends carers who are approved and providing ongoing care to the children placed with them.

The team also supports private fostering arrangements (private arrangements (without the involvement of the local authority) for the care of a child or young person under 16 (or under 28 if they have a disability) by someone other than a parent or close relative with the intention it should last for 28 days or more.

For further information please visit the website:

www.telfordfostering.co.uk

Independent Reviewing Officer and Child Protection Conference Team

The role of the Independent Reviewing Officer and Child Protection Conference Chair is a dual role. The Child Protection Conferencing service provides independent safeguarding support to children and young people by chairing multi-agency Child Protection Conferences on behalf of Telford and Wrekin Safeguarding Partnership (TWSP).

In addition, the Team provides independent oversight of the quality of our foster carers through annual reviews of internal foster care placements.

The Local Authority Designated Officer (LADO) manages and offers advice and consultation on allegations against people who work in paid employment or who are in voluntary work with children and young people (i.e. who have a 'position of trust').

Rights and Representations Team

This team provides an advocacy service for care experienced children, care leavers and for children who have a child protection plan. The service also facilitates 'VOICE', which is our Care Council, enabling children and young people in care to have a say in service planning and delivery and highlight key issues affecting them.

Service Improvement and Efficiency

The Service Improvement and Efficiency Service works across both Children's Safeguarding and Family Support and Education and Skills, providing strategic improvement and transformation support.

The Project Team, Business Support, Business Systems, Youth and Volunteer function, Equality, Diversity and Inclusion, Traded Services, Policy and Procedure and Complaints and Assurance all sit within SIE.

Practice Development Hub

This Service is made up of our Principal Social Worker and Practice Learning Team consisting of Consultant Social Worker and Workforce Development Lead, ASYE Coordinator, Systemic Psychotherapist and Social Workers.

The training and development plan is informed by feedback from families, practitioners, partner agencies, learning from internal audits, as well as responding to actions arising from rapid reviews and national policy initiatives and best practice.

As well as being responsible for the coordination and commissioning of external and internal training we also deliver training directly to the workforce.

We support Student Social Workers either through university, Step up to Social Worker or via the apprenticeship scheme. We support the development of newly qualified Social Workers throughout their ASYE programme.

We support the development of Social Workers undertaking their practice supervisor and practice educator qualifications.

Our systemic psychotherapist and social workers within the systemic team continue to facilitate direct therapeutic work with children and families in addition to providing consultations,

POD reflective group's and one to one discussions with practitioners in relation to enhancing our systemic practice approach when working alongside families. In addition

to supporting the delivery of our training and development programme.

Children's Commissioning Team

The Children's Commissioning team works closely with children's operational teams to commission safe services for our most vulnerable including children and young people in need, looked after children, care leavers, children and young people with special educational needs and disabilities and support children and young people with their health and care needs.

The team adopts a model of practice known as the 'commissioning cycle' for deciding how best to use resources available and required to enable children, young people, and families to receive the right help, at the right time through services that will match their needs and achieve better outcomes. The team considers ways for delivering some statutory and non-statutory services in the most efficient, effective, equitable and sustainable way. Our aim is to ensure children, young people and their families receive services that are responsive and can meet their needs, whilst providing a high quality of provision of care and support.

One of our key priorities is to ensure children and young people have access to good quality accommodation and support, providing the option to live locally, if safe to do so, and enhancing life chances and supporting young people transitioning into adulthood to give them the best start in life. We work closely with teams across the organisation and partner agencies to agree shared commissioning priorities

and strategies. We are also part of a regional commissioning network to support our regional accommodation and support needs through the commissioned Fostering, Residential, Supported Accommodation frameworks and are lead commissioners for the Children and Families Support Services (CAFSS) framework.

The team consists of commissioners who are responsible for establishing, developing, and leading on commissioning requirements for children's services. Our brokerage team work closely with our market providers and operational teams to ensure quality services and placements are commissioned for children and young people. Services are procured using best value opportunities, developing sufficiency through market engagement and contract management. Our quality assurance team reviews the quality of services commissioned, to ensure services are meeting the needs and achieving good outcomes for our children and young people.

For further information on commissioning please contact:

Email: cypcontracts@telford.gov.uk

For further information on our children and young people brokerage service please contact:

Email: cypbrokerage@telford.gov.uk

Education and Skills

School Admissions

Working with schools to facilitate the statutory duties around school admissions and school appeals.

For further information please visit the website:

Web: www.telford.gov.uk/admissions

Email: admissions@telford.gov.uk

Attendance Support

The Attendance Support Team (AST) work in partnership with schools to ensure that schools can access all legal interventions and advice in relation to school attendance as well as develop strategies to improve school attendance and reduce persistent absence in line with DFE guidance Working Together to Improve School Attendance. Additionally, the team also have responsibility for Child Employment and Children Missing Education. We provide a traded package to schools of Education Welfare Officers and deliver training to school staff and governors in relation to school attendance and accessing legal interventions.

Email: attendancesupportteam@telford.gov.uk

Tel: **01952 385220**

Early Years and Childcare Team

The team aims to ensure that there is sufficient and good quality childcare, which meets statutory safeguarding and welfare requirements for children aged 0-14 (16 with SEND) and access to early education places for targeted 2 year olds and all 3 and 4 year olds.

Striving to provide timely assessment, early intervention and a co-ordinated multi agency response for very young and pre-school children with SEND (0-5) for their special educational needs at their local settings or school.

There is a wide range of support that includes information, advice, challenge and CPD opportunities for the early years workforce. This includes those who work in schools, nurseries, day-care, pre-schools, childminders, out of school provision voluntary management committee members, trustees, apprentices and students. The service oversees the quality assurance of provision and integration of services related to early years and childcare.

For further information please contact:

Email: talkingchildcare@telford.gov.uk

Tel: **01952 385423**

For funding queries please contact:

Email: childcarefunding@telford.gov.uk

Tel: **01952 384424**

Education Safeguarding

The Education Safeguarding team work with schools and colleges to help ensure that all children and young people learn in an environment that is safe and promotes their overall wellbeing. The team provide guidance, challenge and training.

The core offer is free for most Telford and Wrekin schools and academies. As part of the core offer, the team also provide template policies, including a Safeguarding and Child Protection Policy for schools, and the S157/175 Audit on behalf on the Local Safeguarding Partnership. Schools and colleges can additionally buy an enhanced Safeguarding Service Level Agreement and access services such as bespoke audits and advisory visits.

Email: educationsafeguarding@telford.gov.uk

Multicultural Development Team

The Multicultural Development consists of two experienced teachers who provide advice, guidance and training in relation to pupils with English as an Additional Language (EAL) and ethnic minority pupils. This includes advice on raising the attainment of ethnic minority pupils who are at risk of underachieving, and undertaking specialist assessments with pupils who have EAL, including those who are newly arrived from overseas. This is a traded service.

The team can support schools to develop a curriculum which promotes a culture of equality and diversity teaches pupils about protected characteristics, British values and develops cultural capital as well as providing bespoke support for schools on managing and tackling racism. The team also have a key role in promoting pupils' spiritual, moral, social and cultural development and offer advice in relation to religious beliefs and cultural sensitivities.

For further information please contact:

Email: multicultural.development@telford.gov.uk

Tel: **01952 380828**

School Governance

This service maintains our statutory overview of the governing boards of maintained schools in the local authority. The service also provides a traded service that offers professional support and advice to subscribing schools and academies on all aspects of school governance, including the provision of a high quality clerking service.

The team supports the management of the process of head teacher recruitment, and leads on the process of federation, including the reconstitution of governing boards. The service provides access to a wide range of CPD to develop governor effectiveness and school leadership that can also be purchased.

For more information please contact:

Email: SchoolGovernance@telford.gov.uk

School Performance

The team maintains the statutory oversight of the performance of maintained schools and pupils in the borough through the review and analysis of pupil performance data and OFSTED outcomes, including managing the implementation of the Local Authority Securing School Improvement Policy.

The team supports schools with statutory assessment as well as managing the Local Authority moderation functions. They also co-ordinate a comprehensive programme of CPD courses throughout the year, together with bespoke consultancy support. The CPD offer includes; preparing for statutory assessment at KS2, preparation for Ofsted, middle leader development and curriculum support in Computer Science (including online safety).

For further information please contact:

Email: schoolperformance@telford.gov.uk

For further information about the current CPD offer contact:

Email: cpdschoolimprovement@telford.gov.uk

Elective Home Education (EHE)

The Elective Home Education team of experienced EHE advisory teachers offer impartial advice and guidance to parents who choose to EHE their child. As part of their role, advisors visit all children and parents on an annual basis to review safeguarding and suitability of education. Where education is deemed unsuitable, advisors will work with parents to implement improvements

and where this is not possible they will look to return a child to school and support parents through this process.

Before a child leaves school to EHE, it is important that this is the right decision, so advisors also lead on a multi-agency approach with the child, parent, the school and other professionals to discuss suitability of EHE before a child is deregistered. Where EHE will not be suitable, advisors work with parents and the school to ensure that the pupil is able to remain on roll.

For further information about EHE, please visit the website:

Web: www.telford.gov.uk/info/20025/school_information/3353/elective_home_education_ehe

Email: ehe@telford.gov.uk

Tel: **01952 381002 / 01952 383581**

Music Service

Telford and Wrekin Music is an inclusive and cohesive music service which supports schools with the delivery of a quality music provision to enhance and extend the curriculum.

We provide an inclusive and cohesive music support service across Telford and Wrekin through the delivery of musical activities in schools to complement and enhance schools' policy and planning systems. The service provides a specialist high quality network of music tutors that support and deliver music in schools and other venues, in and outside of the school curriculum.

We provide a comprehensive service to schools and to parents in Telford and Wrekin, including small group and 1:1 instrumental and vocal lessons on a wide range of instruments via direct billing to parents on a monthly basis. The service also offers a 30 week subsidised programme offering whole class music lessons at KS1/2/3 on a variety of instruments and a range of music workshops for all key stages. Also available are after School Music Clubs, such as our woodwind groups, orchestras and Rock Schools; Networks and support for teachers such as our Primary Music Teachers Network and Instrument and Resource Hire.

The service offers Specialist Music Support for both Primary and Secondary Schools – you can buy in a music specialist to deliver/enhance the music provision in your school; this can either be to deliver the music curriculum, specialist one to one teaching or to run an after-school music club as part of your extended schools provision.

The service also offers the opportunity for schools to join in collaborative performances such as 'Telford Sings' and the annual Recorder Festival, thus offering the opportunity for all children from across the borough to join together to experience a group performance.

For further information please visit our website:

Web: www.telfordandwrekinmusic.co.uk

Email: telford.music@telford.gov.uk

Tel: 01952 380986

Facebook: www.facebook.com/Telfordmusic

Happy, Healthy & Active Holiday Programme

Telford & Wrekin Council's Happy Healthy & Active Holiday programme is an exciting scheme that launched in 2021, with confirmed grant funding from the Department for Education until 2024. It mixes positive, enriching and engaging activities with healthy, nutritious meals. It's available for all local children and young people from reception to year 11 (inclusive) who are eligible for income-related free school meals.

This programme supports our local children, young people and families who often miss out on organised out-of-school activities. Although eligible pupils receive support for healthy meals during school terms, that's not available during the holidays – the very time when they are most likely to suffer additional pressures. Children and young people are able to access a minimum of four hours of provision (including a nutritious

meal) over the Easter, Summer and Winter holidays.

The aim is to help children to be safe, be active, take part in fun, engaging and enriching activities, eat healthily and inform both the child and families of the importance of healthy eating whilst making friends.

For further information contact:

Web: www.telford.gov.uk/hhah

Email: holidayactivityhub@telford.gov.uk

School Organisation

Overseeing the council's duty to provide sufficient school places, utilising the basic need and Section 106 funding from housing developments and support for the schools capital programme. The service undertakes the statutory annual returns that drive basic need funding and schools funding and complete the annual cycle that includes pupil projections and management of additional/surplus places. The service also co-ordinates school status change including academy conversions and leads on the Free School programme for the borough through liaison with the DFE.

For further information please contact:

Email: schoolorganisation@telford.gov.uk

Virtual School

The Virtual School consists of a team of experienced and dedicated professionals – led by the Virtual School Head Teacher (VSHT)

The team maintains an oversight of the education performance of Children in Care aged 2-18 years old, through the review and analysis of all Personal Education Plans, Care Plans and OFSTED outcomes. Tracking academic progress, attendance, and exclusions of Children in Care and intervention if required. Providing support and challenge to schools to ensure that academic standards are raised for children in care. In addition, 'as Corporate Parents' it manages the implementation of the Local Authority Corporate Parenting Strategy Education section.

The team supports schools with Children in Care through a variety of means, including a comprehensive programme of CPD courses throughout the year, together with bespoke support. The CPD offer includes PEP training, Attachment and Trauma training, becoming an accredited Attachment and Trauma Informed School and bespoke training to suit the needs of the school in relation to vulnerable young people.

In addition, the VSHT has extended duties which include providing advice, support and guidance relating to Previously Looked After Children (PLAC), which includes adoptive children, special guardianships, and childcare arrangement orders.

The Virtual School also has dedicated posts for the new extended duties for the education oversight of Children with a Social Worker (Child in Need & Child Protection). This is provided through advice, support, and guidance for all children with a social worker and includes a training offer.

For further information about Children in Care, Previously Looked After Children and all Children with a Social Worker please email:

Email: virtualschool@telford.gov.uk

Or visit the Virtual School website:

Web: https://www.telford.gov.uk/info/20642/virtual_school_for_children_in_care

Outdoor Education Service - Educational Visits Advisory Service

This is a traded service which includes the Telford & Wrekin Council Employer Guidance for Educational Visits and Journeys, which adopts the Outdoor Education Advisor Panel's National Guidance.

The Service Level Agreement includes access to an accredited Outdoor Education Adviser, advice and guidance to schools on educational visits, and support with adventurous activities; including both residential and overseas visits.

Also included is the training and termly network meetings for Educational Visits Coordinators, and email and telephone support. The E Visits software system is provided to assist with the management, notification and authorisation of visits and visit leaders.

Additional bespoke and open courses are provided including the Educational Visit Leader and Management of Visit Emergencies.

For further information please visit Educational Visits (Guidance, Training, Events and Resources):

Email: EdVisits@telford.gov.uk

Tel: **01952 382057**

Outdoor Education Service - Arthog Outdoor Education Centre

Arthog is located in the Snowdonia National Park near Barmouth. The centre is a purpose built, 110 bed residential centre, situated in a stunning location overlooking the sea, estuary and mountains. It is a quiet, safe, rural location set within its own extensive grounds. Schools can purchase residential outdoor education stays using the link below.

Arthog has been providing a place to experience challenge and success, for over 60 years, for young people and adults, suitable for schools, social groups and individuals. A professional, highly qualified staff team provide a superior level of experience and expertise in a friendly and supportive way. A fleet of 10 minibuses allow activities to make the most of the nearby activity venues for authentic adventure. Activities include rock climbing, hill walking, canoeing and kayaking, surfing, gorge walking, environmental studies and bush craft.

As a key part of the residential, schools take part in the John Muir Award, and make a practical contribution to looking after the very environments they have enjoyed.

For further information please visit the website:

Web: www.arthog.co.uk

Tel: **01341 250455**

Outdoor Education Service - Arthog Outreach

Arthog Outreach is based in Wellington, Telford. Outreach offers the opportunity for schools to purchase a variety of adventure and environmental activities on and off site. A short minibus drive gives access to beautiful locations within Shropshire and Telford, and fantastic opportunities for adventurous activities at venues including the Wrekin, the River Severn and Telford's hidden green spaces.

Also delivered are activities that interpret a local landscape influenced by human activity over thousands of years; ancient burial sites, standing stones and hill forts, which are intermingled with more recent canals, mines and settlements. Outreach delivers the John Muir Award and also supports teaching staff with curriculum outdoor learning and Forest Schools.

Outreach provides mostly day based activities but also has its own local residential offer. The Centre has an indoor climbing wall, a mobile climbing tower, wheelchair accessible abseil and an enclosed site for activities such as archery,

low ropes and environmental discovery and exploration.

Once again a highly qualified team in both teaching and outdoor activities.

For further information please visit the website:

Web: www.telford.gov.uk/outreach

Tel: **01952 387378**

Outdoor Education Service - Sky Reach High Ropes

Sky Reach is located in Telford Town Park and includes a high ropes course, climbing wall and a freefall jump. The surrounding enclosed woodland is used for additional activities including problem solving and team work, and an 'all weather' fire circle. Details of how to purchase these activities can be found at the link below.

In addition Sky Reach provides outdoor learning in the wider Town Park which includes orienteering, maths trails, photo walks, environmental discovery, field studies, the John Muir Award and canoeing on Blue Pool.

School groups can book a sole use session and the actual activities can be planned in line with school aims and objectives. The leader at Sky Reach is a qualified teacher as well as being highly qualified in outdoor activities. Available for schools all year.

For further information please visit the website:

Web: www.skyreach.org.uk

Tel: **07814 905187**

Behaviour Support Advisory Team

The Behaviour Support Advisory Team is made up of a Team Leader and Inclusion Mentors who specialise in working from EYFS through to KS4. Support offered includes observations, teacher support, 1:1 support for children/students, interventions, assessments and training both centrally and bespoke. Schools can purchase support either through a Service Level Agreement or on a bespoke basis.

We offer a range of support services to schools, ranging from reducing low-level disruptive behaviour and increasing pupils' engagement in learning, to helping schools prepare for Ofsted in relation to behaviour, safety and wellbeing. We support pupils with identified social, emotional and mental health needs, and offer coaching to teachers to help develop their classroom skills in creating a positive learning environment.

Some of our courses include: MAPA, Youth Mental Health First Aid, Emotion Coaching, Building Resilience, Restorative Justice, Nurture and Forest Schools.

For further information email: bsat@telford.gov.uk

Tel: **01952 381698**

The Pre-Exclusion Hotline

The pre-exclusion hotline is a service for schools to support Head Teachers that are considering suspension or exclusion for a child. The hotline is to be used before considering an exclusion, rather than after a decision to exclude has already been made. This is in order to access some immediate support to prevent the exclusion from taking place.

The Pre-Exclusion Hotline is managed through BSAT and is able to provide a member of the BSAT team to offer immediate intervention by discussing the exclusion in more detail and offering a preventative solution. This support is available for both the individual child and their school. The Pre-exclusion Hotline number is 07816 372459.

The Linden Centre ~ KS1-3 Assessment and Intervention

The Linden Centre is part of a borough-wide strategy to promote inclusion and positive behaviour in a safe, secure, child-centred, nurturing environment, where children are treated as individuals without judgement or comparison. There are four centres focusing on primary and secondary intervention as well as specialist provisions.

Our Primary and Secondary centres provide a twelve week programme of 'Assessment and Intervention'. We provide specialist teachers and wide ranging support, observation and intervention to develop self-esteem, confidence and social skills. The aim is to overcome barriers to learning in order to effectively re-engage and

reintegrate Key Stage 1, 2 and 3 pupils back onto their learning journey. We work closely in partnership with mainstream schools during their twelve weeks of intervention. Assessment and intervention places at the Linden Centre can be accessed through the Fair Access Panel.

We support schools, young people and families with behaviour; we are the 6th day provision for permanently excluded pupils Year 1-6 primary and Year 7-9 secondary, and we have 24 part time places at both sites, or 12 full time places at both sites.

For further information please visit our website:

Web: www.lindencentre.co.uk

Tel: **01952 385601** (Mini);

Tel: **01952 385604** (Secondary/Hub);

Tel: **01952 386382** (Primary);

Tel: **01952 381045** (BSAT Outreach)

Student Engagement Programme (SEP)

The Student Engagement Programme is an alternative provision where we support schools, students and parents to access a full and balanced curriculum in their school and on a part time basis. The work across all our sites is based around the Six Principles of Nurture supporting children's mental health and wellbeing, making nurture an essential component of our service.

We work in partnership with schools to encourage, engage and support students and

to avoid exclusions. We provide assessments and a curriculum that work closely to support mental health and wellbeing alongside the educational needs of the students. The curriculum is bespoke to the student, reviewed regularly with the school with the anticipation that after 12 weeks they are successfully back in school. Longer term placements are available but the student has to also attend their mainstream school. With the exception of the Hospital School, all provisions are bought in by schools in order to best support the students they have on roll. Elements to the provision include:

- **House 1** supports students who are highly anxious, school phobic and school refusers. A range of interventions and support are the focus of their work along with English and Maths. This provision can only be accessed through referral to Telford and Wrekin FAP.
- **Short break provision** An additional provision within the Student Engagement Programme based at AFC Telford Study Centre. Provision for up to two days, partly to provide respite but predominantly to unpick the reasons for the behaviours displayed in school that are causing concern.

Suitable for students:

- who have been involved in an unpredictable event that may otherwise have required a suspension. These students will not necessarily have received a suspension prior to this,

- who have been involved in an incident that needs unpicking and support to return successfully to school,
- who have accessed support from the BSAT team as part of the Inclusion Partnership and need further interventions.

What is on offer?

- Provision is available for a **maximum** of 2 days in total. Further days can be purchased.
- Support to unpick behaviours displayed at school and recommendations for pupil and school going forward.
- Full day provision from 9am until 2.30pm, schools are responsible for transport.

Procedure for schools

- Contact should be made in the first instance to the Pre-Exclusion hotline 07816 372459 who will triage and where they feel suitable will recommend contacting the SEP office to discuss Short Breaks.
- A call **must** be received to SEP office on 01952 567542 **before 2pm** on the day before the short break from school is required. This is to discuss the case and available places.
- Referral paper work and school agreement must be received **by 2.30pm** on the same day to millie.barnley@taw.org.uk and louise.bartholomew@telford.gov.uk only on receipt of paperwork can a place be agreed.

- At our earliest opportunity a summary of interventions, assessments, observations and recommendations are sent to the school.

■ Key Stage 3 and 4 Alternative Curriculum

students work towards their full time reengagement with school. The provision focusses on strategies to support the student managing in school and a varied curriculum to include English and Maths. A direct approach from schools can be made for this provision.

- **PRH Hospital School** along with Shropshire Council we provide an educational service to students who are in hospital.

For further information email:

millie.barnley@taw.org.uk and louise.bartholomew@telford.gov.uk

Tel: **01952 567542**

Education Psychology Service

The Educational Psychology provides professional psychological services for children, young people and families in a wide range of educational and community settings. We use our expertise of psychological theory and research to develop an understanding of complex situations, addressing a wide range of child and adolescent developmental issues and mental health needs.

We offer a consultation service to schools where we work with schools and families to help them understand, meet the needs, and promote the well-being of the children within their communities.

We complete psychological assessments for the local authority for those children undergoing a statutory education and health care assessment.

We work with our partners in health to assess the needs of young children with SEND, who are not yet in school to support them into their reception year at school.

Further information can be found on the website:

Web: www.telfordeducationservices.co.uk/educationalpsychologyservice

Tel: **01952 385216**

Learning Support Advisory Team (LSAT)

The Learning Support Advisory Team (LSATs) is a fully traded service that works with children and young people in primary and secondary schools. The aim is to collaborate with SENCOs, the senior leadership team, teachers, teaching assistants and parents to improve support and outcomes for children with Special Educational Needs and Disabilities.

Our aim is to offer a strategic approach to supporting schools, as well as carrying out individual work with children to support the graduated approach and provide evidence in gaining further provision and funding.

We also offer a wide variety of centrally held courses, CPD and conferences, to support settings in encouraging and improving learning behaviour and raising attainment.

We aim to work in partnership with children, school staff, parents/carers and other professionals to encourage positive learning communities which meet each child's needs. This will be achieved through a flexible, collaborative, empathetic and child-centred approach rooted in responsive, innovative and inclusive solutions.

Email: sendandinclusion@telford.gov.uk

Tel: 01952 380861

Sensory Inclusion Service

The Sensory Inclusion Service (SIS) supports children and young people with hearing and/or visual difficulties and their families. The aim is to provide a wide range of support to ensure children and young people have a good quality of life, achieve their academic potential and are included in their local community.

The service is staffed by Trained Teachers of the Deaf (TODs), Qualified Teachers of the Visually Impaired (QTVIs) and many other specialist staff who aim to provide a seamless service from the point of diagnosis until the child or young person leaves full-time education.

SIS is a joint service between Telford & Wrekin Council, Shropshire Council and Health. SIS supports children and young people in their homes, early years settings, schools, colleges and in the broader community.

Further information can be found on the website:

Web: www.telfordsend.org.uk

Tel: 01952 385269

Special Educational Needs and Disabilities Team

The Special Educational Needs and Disabilities Team offer advice and support for parents and schools/settings to enable the needs of children and young people with special educational needs to be met in local mainstream settings.

We manage the statutory needs assessment process in order to determine whether additional provisions need to be made through an Education, Health and Care Plan (EHCP). We also represent the Local Authority in first tier Tribunal cases. Our SEND Team's ultimate aim is to promote the inclusion of children and young people in local mainstream settings.

Further information can be found on the website:

Web: www.telfordsend.org.uk

Email: sendandinclusion@telford.gov.uk

Tel: 01952 381045

Portage

Portage is an educational service for pre-school children with SEND and their families. It helps parents teach their children new skills at home under direction of the portage home visitor. The scheme specifies particular teaching techniques and curriculum of skills to be learnt.

For further information contact:

Email: portageadmin@telford.gov.uk

Tel: 01952 381045

Future Focus

This service delivers information, advice and guidance to young people who are resident in Telford and Wrekin and who are under 19 but not in education, training or employment with training (NEET). All young people who are NEET have an allocated FutureFocus advisor to support them. The service also delivers work to risk of NEET young people in schools in the borough and delivers a traded service in many of the borough's school to meet the IAG duty on schools.

For further information contact:

Email: futurefocus@telford.gov.uk

Enterprise Advisor Network

This service:

- operates in Telford and Wrekin in partnership with the Careers and Enterprise Company who part fund an Enterprise coordinator to work on bringing schools and businesses together to help young people know about the world of work
- supports all Telford and Wrekin Schools and Colleges with a business Enterprise advisor
- supports all Telford and Wrekin Schools and Colleges with Gatsby benchmarks.

For further information contact:

Email: jobbox@telford.gov.uk

Education Business Links

This service:

- offers a traded service of health and safety assessment, approval service, a telephone helpline, message and email service for enquires relating to work related learning for education and training providers whose learners undertake a work experience placement
- helps prepare students for work experience through an interactive presentation and workshop on finding a placement, employer expectations and staying safe
- supports employers with good practice in responding to work experience requests
- holds a data base of 3000+ employers who have previously offered a work experience placement.

For further information contact:

Email: jobbox@telford.gov.uk

Learn Telford

Our Learn Telford encompasses adult and community learning to support individuals and families in localities to access activity to raise aspiration, educational attainment to support mental health and wellbeing and support into learning/employment. Our courses are designed to meet the needs of local communities but embed core skills that are needed to support well-being including confidence building and resilience.

This service:

- is promoted and delivered where possible in areas of disadvantage to engage with non-traditional learners and those for whom school and learning was a poor experience
- engages with local events and activities and promotes the benefits of learning
- delivers family learning in schools to help parents help their children
- offers courses for well-being, English, Maths and employment specific to support local recruitment
- offers a robust ESOL programme specifically to engage learners with English as an additional language. Learners are supported in acquiring the language skills essential to living and working in the UK as well as settling into British life.

For further information contact:

Email: community.learning@telford.gov.uk

Telford Job Box

Telford Job Box is Telford & Wrekin Council's support team for helping residents in the borough in moving towards employment.

The service responds to residents' actively seeking work and helps prepare those who will be moving to work in the near future e.g. those changing benefits and lone parents. The service actively targets its services at our most disadvantaged communities, where unemployment is the highest. The team can help with CV preparation, job search, and how to improve skills for work.

For further information contact:

Email: jobbox@telford.gov.uk

Management structure

Children's Safeguarding and Family Support



Jo Britton

Executive Director
Children's Services



Darren Knibbs

Director
Children's Safeguarding
and Family Support



Wendy Chetta

Group Manager,
Independent
Safeguarding and
Advocacy Services

**Independent
Reviewing Officer
and Child Protection
Conference Team**
**Rights and
Representations
Team**



Tina Knight

Service Delivery
Manager, Assessment
and Duty/CATE

**Hadley Assessment
Team**
**Lakeside Assessment
Team**
**Wrekin Assessment
Team**
CATE Team



Paul Grocutt

Service Delivery
Manager, Family
Safeguarding and
Support

**Family Safeguarding
Teams**
**Family Assessment
and Family Time
Team**



Laura Moore

Service Delivery Manager,
Service Improvement
and Efficiency, Children's
Services

**Projects and
Innovation**
**Policy and
Procedures**
Business Systems
**Complaints and
Assurance**
Traded Services
**Volunteering and
Youth Offer**
**Complaints and
Assurance**
**Equality, Diversity
and Inclusion**



Kely Burgess

Service Delivery
Manager, Fostering and
Permanency

**Family Finding and
Targeted Services**
**Family and Friends
Team**
**Fostering -
Mainstream**



Marie Hatton

Service Delivery Manager,
Children in Care,
Leaving Care, Children
with Disabilities, Family
Solutions

**Children with
Disabilities Teams**
**Occupational
Therapy Team**
**Children in Care
Teams**
Leaving Care Team
**Family Solutions
Team**



Emma Martin

Service Delivery
Manager, Family
Connect, EDT,
Strengthening Families

**Family Connect
Emergency Duty
Team**
**Strengthening
Families Lakeside
South Team**
**Strengthening
Families Wrekin Team**
**Strengthening
Families Hadley
Castle Team**
**Family Solutions
Team**



Louise Spragg

Principal Social Worker

**Practice Learning
and Systemic Team**

Management structure

Education and Skills



Jo Britton

Executive Director
Children's Services



Simon Wellman

Director
Education and Skills



Andy Cooke

Service Delivery
Manager, Alternative
Provision and Children
in Care

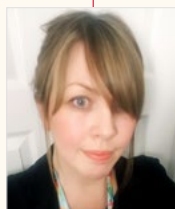
Virtual School
Outdoor Education
Linden Centre
Student Engagement
Programme
Behaviour Support
Team
Happy, Healthy
& Active Holiday
Programme



Sue Marston

Service Delivery
Manager, Skills

Future Focus Careers
Education Business
Links
Learn Telford
Telford Job Box
Life Ready Work
Ready



Laura Moore

Service Delivery Manager,
Service Improvement
and Efficiency, Children's
Services

Projects Team
Equality, Diversity
and Inclusion
Business
Administration
Support Systems
Traded Services



Adam Womack

Service Delivery
Manager, Access and
Sufficiency

School Organisation
Team
Admissions Team



Liz Smith

Service Delivery
Manager, Achievement
and Enrichment

School Performance
inc School
Governance Team
Early Years and
Childcare Team
Music Service
Attendance Support
Team
Access and Inclusion
Education
Safeguarding
Multi-cultural
Development Team



Natalie Bevan

Service Delivery
Manager, SEND and
Personalisation

Statutory SEND Team
Learning Support
Advisory Team
Portage
Educational
Psychology
Sensory Inclusion
Service

Children's Services

Telford & Wrekin Council, Darby House

Lawn Central, Telford TF3 4JA

Web: www.telford.gov.uk