



Woodlands Outreach Service Level Agreement for session purchases 1st April 2020 - 31st March 2021

A Quality Service available to schools/colleges and other agencies

Service Provided by Woodlands Outreach

Woodlands Outreach will provide:

- ✚ Highly experienced and qualified Specialist Advisory Teachers with up to date knowledge of current resources and methods of working with young people
- ✚ Outreach staff who are DBS checked. Schools/colleges will receive confirmation of all DBS numbers on an annual basis.
- ✚ Woodlands Outreach will contact school/college as soon as possible if a delay or cancellation of support is unavoidable
- ✚ Reports and records of visits which are sent to schools within 15 days of the assessment visit via GDPR compliant encrypted emails.

Aims of the Service:

- ✚ To provide a responsive and where possible proactive service which will enable mainstream schools and colleges to effectively include young people with a wide range of Special Educational Needs
- ✚ To work in partnership with school/college staff, young people, parents/carers and other outside agencies involved where possible, ensuring a coordinated approach
- ✚ To provide effective and bespoke training and support for staff to develop knowledge and understanding of issues relating to SEND
- ✚ To support young people in making progress, improving outcomes and reaching their potential



The School/College will ensure:

...that **our current GDPR compliant Referral Forms** are fully completed (including gaining **Parent/Carer Consent**) and sent to Woodlands Outreach to ensure efficiency when allocating support. The Referral Form will need to have been received and processed by the Outreach Office before a Specialist Advisory Teacher can book an appointment.

...**that sessions are used by the end of the academic year and therefore within the terms of this SLA.** To ensure sessions can be completed within Summer Term 2021, fully completed referrals must be submitted to the Outreach Office by 3pm on the last Friday before summer half term 2021. Referrals made beyond this date may not be able to be accommodated and unused sessions may be forfeited. Sessions purchased between April 1st 2020 to March 31st 2021 cannot be carried over to autumn term September 2021.

...that time allocated for any meetings with Parents/Carers must be agreed in advance with the relevant Outreach Advisory Teacher.

...that a space will be allocated that is **quiet** and **confidential** in which the Specialist Advisory Teacher can work with parents, staff and young people without interruption. To ensure that when a session is taking place there are no other people present who are not invited to be there by the Specialist Advisory Teacher.

...that there is an appropriate member of staff available within the duration of the session to enable Woodlands staff to provide initial verbal feedback.

...where possible, schools/colleges inform Woodlands Outreach if the pupil receiving support is absent. Failure to inform the Woodlands Outreach Office when there could have been appropriate notice given (e.g. school trips, prolonged or afternoon absence) will result in the planned session still being charged to the school's/college's account. An answer phone is available outside of office working hours.

...that schools understand that some report writing may come from within session time. Reports are released to schools within 15 working days of the assessment visit. In light of this we request that schools be mindful of any annual review or meeting dates when booking in sessions in order to allow for this process to take place.

...that a copy of a report, provided by Woodlands Outreach, is to be distributed to the young person's parent/carer within 5 working days of its receipt in school/college.

...that when a training session is taking place the venue is organised and IT provision is supplied by the school/college. Access to the training room will need to be available before the session is to take place in order to check compatibility and effectiveness of the equipment provided.

...schools buying 10 sessions or more; free sessions can be arranged in advance with Head of Outreach to coincide with pupil assessment taking place in school.