

hackney **success in the making**

Re-engagement Unit

Service Level Agreement

September 2019

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1. Re-engagement Unit Vision and objectives

Vision

The Re-engagement Unit aims to enable Hackney Learning Trust's vision by supporting access to education for the most vulnerable primary aged children and reduce the volume of fixed rate and permanent exclusions for primary aged children in Hackney.

Goals

- **Enable** schools to create genuine, lasting change within their own system
- **Equip** schools with best practice guidance on behaviour, learning and wellbeing
- **Engage** families and connect with supportive services

REU objectives

- In order to enable, equip and engage, we will:
- Work in partnership and agreement with schools
- Work within school based documents
- Offer responsive, knowledgeable and challenging support
- Be proactive and creative
- Support open and honest dialogue with families

2. Summary of Service

The Re-engagement Unit is a **rapid response service** which supports primary schools with their most vulnerable and complex SEMH pupils. We provide **quick and easy access to a highly experienced, multi-disciplinary professional team**, which includes teachers, CAMHS clinical psychologists, psychotherapists, systemic therapists, and behavioural specialists. We undertake a proven systemic approach to delivering support, working to create a framework for change, providing practical, sustainable solutions for the school, family and child.

We offer a choice of two subscription tiers:

1. Premium Subscription

Full support model. The average cost of a piece of casework for 18/19 was £4500 (and many were far, far more).

This is by far our best value subscription, with access to our full training complement, whole class work, as well as individual casework referrals; if you want sustainable change to be built, this is the offer for your school.

Direct case work	CAMHs and Family work	Training offer
<ul style="list-style-type: none"> • Universal access to rapid solution focussed 8 week support plans for target children inclusive of: • <i>Classroom observations and feedback</i> • <i>Creation and embedding of personalised resources and strategies</i> • <i>1:1 pupil conferencing and support sessions for the child</i> • <i>Targeted group work</i> • <i>Reflective supervision for staff around a target child</i> • <i>School based liaison with family including celebration meetings with parent and child</i> • <i>Identifying and linking with appropriate support services and community organisations</i> 	<ul style="list-style-type: none"> • Home visits • Support strategies for parents • Access to CAMHs clinical support for child and parent • Family solution focussed goal setting sessions • Support for parents and school to bridge difficult relationships 	<ul style="list-style-type: none"> • Access to Team Teach/REU positive handling training • Access to bespoke staff training sessions which include: • <i>Attachment training</i> • <i>Trauma informed teaching</i> • <i>Stay on Green</i> • <i>Evidencing pastoral work</i> • <i>Circle of Friends</i> • <i>Developing PSPs</i> • <i>Peer Mediation</i> • <i>Tackling transitions</i> • 1 space on the REU Ambassadors Programme • Coaching for members of staff
	<p>Whole Class work</p> <ul style="list-style-type: none"> • Whole class support for teaching emotional literacy • Support developing Circle time sessions • Group supervision sessions • Individual teacher coaching 	

2. Initial Subscription

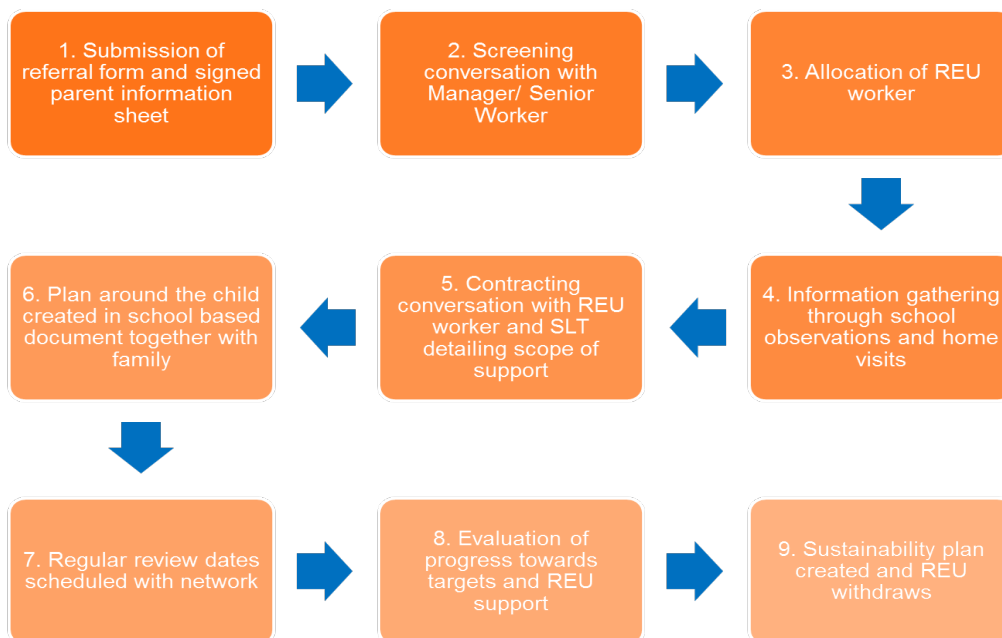
Schools receive

- one CPD opportunity
- one piece of whole class support (additional and follow on work is then available to purchase)
- one direct case work referral, which may include CAMHS input and family work depending on the nature of the case. Further casework places will be available to purchase on a case by case basis, and will be charged at a daily rate.

Commissioning the REU will give your school access to rapid, solution focused SEMH support for target pupils, small group and whole class intervention, whole-school improvement issues and support for individual members of staff.

3a. Operating model (Case work)

Cases will operate according to the flow chart below:



Our commitment to you:

- Referrals will be responded to within 48 hours of receipt
- Parent consent is required before we can carry out any work with the child
- REU cases will last a maximum of 8 weeks from the date of the planning meeting
- Case work will be carried out in accordance to the agreed contracting aims which will be co-constructed with the senior leader and bespoke to the needs of the child
- REU workers will work flexibly to meet the needs of the school and the case
- REU workers will contact the school by email or phone to organise and confirm meetings
- REU workers will send a summary email following every school visit detailing the objectives for the visit, observations from the visit and next steps that have been agreed
- Observation feedback and paperwork will be sent to schools within one week of the meeting

3b. Operating model (Training)

We provide highly effective and reputable training opportunities; we ensure high standards by:

- Sending out dates and information of training at least one month prior to the training (for Team Teach and Ambassadors)
- Ensuring that there is sufficient sized rooms available
- Contacting schools directly to organise bespoke training at the start of each term
- Collating satisfaction feedback from schools and sharing this

3c. Responsibility of the school

We know our support is most effective when:

- Change is held within a school based document (preferably a PSP)
- A member of SLT is our main point of contact and oversees our support
- All members of staff involved in the process understand its purpose
- We are notified in advance of a visit if a child is sick or absent
- We are notified to a change in meeting time or date
- We are able to work in a calm, quiet space with the child

3. Third Party involvement

The REU works in partnership with CAMHS and has a clinical psychologist working as part of our team

- This partnership allows schools to have direct access to specialist mental health support for their most vulnerable young people
- We will manage direct referrals to CAMHS for you
- Our CAMHS clinician can become involved at any point during a piece of casework, according to arising need
- Our CAMHS clinician can work directly with children, as well as with school staff and parents
- The CAMHS clinician is part of the training team and will deliver training

The REU works in partnership with CSC, EPS, SEND, Exclusions, Specialist Teachers, Admissions and Attendance in order to ensure the most effective multi-agency response to meet the needs of the children on our case list.

4. Response Times

- The REU aims to deliver a rapid response to schools to meet the needs of their most challenging children.
- Referrals will be responded to within 48 hours and discussed with the member of SLT overseeing the case
- A joint decision will be made for the timeline of next steps and dates will be made for the initial observation

5. Monitoring of service delivery

- The REU is overseen by a Steering Group which meets every half term
- The Steering Group is made up of all invested stake holders including Head teachers, CSC, Young Hackney, SEN team and the exclusions team
- Data is collected through referral forms, contracting and PSP outcome scores and satisfaction questionnaires

- Interviews are held each academic year with Head Teachers to ensure that the service is best meeting the needs of individual schools
- A dashboard is presented to the Steering Group to identify performance against KPIs
- Steering Group members share their views and give ideas about how to best move forward
- An annual summary is circulated every October to all stakeholders to report on progress against KPIs and areas for future development

6. Feedback and Issue Resolution

6a. Feedback

Schools are at the centre of everything that we do, and we are proud of our robust and careful quality assurance and evaluation measures. Our first priority is meeting the needs of the schools we work with, and service growth and adaptation is an important part of that.

- At the end of each case, schools will be asked to complete a satisfaction questionnaire and we will review the contracting aims
- We measure our impact (reducing exclusion, supporting progress etc) and we share this at our Steering Group (run by headteachers from the borough) on a half termly basis and with our commissioning schools as part of our Annual Review
- Training satisfaction questionnaires will be distributed at the end of every training session and information collated will be shared with schools
- If you have any additional feedback that you want to share with the team at any point, or if you would like to view our Steering Group reports rather than wait for our Annual Review, please do not hesitate to contact the REU manager on REU@learningtrust.co.uk

6b. Complaints process

- Concerns relating to the Products or Services provided under this Agreement should be raised in writing in the first instance with the Service Manager Nicky Pailing.
- If the Customer's concerns is not resolved it shall be escalated to the Traded Services Team at s4s@learningtrust.co.uk. The Traded Services team will work with colleagues including the Trust's senior leadership team to resolve the concern as soon as possible.

Where disputes arise that cannot be settled within the above resolution process, an option for referral to the Centre for Dispute Resolution may be considered. In this case, the decision shall be final and binding on the parties.

7. Payment Terms

- The Customer agrees to pay the London Borough of Hackney the agreed price for the products and services being provided.
- Invoices shall be payable by the Customer within 30 days of date of issue.
- All payments should be made via BACS transfer. Where the Customer wishes to pay by cheque, this should be made payable to the "London Borough of Hackney" and sent to the address on any Invoice.
- The Trust reserves the right to charge interest at a rate of 2% per month calculated on a daily basis from the date payment is due until payment is received.

8. Terms and Conditions

Full terms and conditions related to the purchase of HLT services can be found here <https://www.hackneyservicesforschools.co.uk/content/terms-and-conditions-ordering>.

Key terms and conditions

- “Annual Subscription Products” means products supplied by the Trust over one financial year 1st April to 31st March or one academic year 1st September to 31st August.
- If a Product or Service has been requested by the Customer without a written order and the customer accepts delivery of the requested Product or Service, this will constitute an Order and the Customer will be subject to these terms and conditions and charged for that Product or Service.
- In exceptional circumstances, the Trust may need to vary the schedule, content or delivery of the Products or Services and will advise the Customer of its intention to do so.
- Either party may cancel any or all of the Products services contained in Order, Quotation or Proposal by giving the other 12 week’s written notice.
- If the Customer gives the Trust less than 12 weeks’ notice or cancels part way through delivery of the Products or Services, it may be liable for the full cost of the Product or Service ordered or charged any costs that the Trust incurs as a result of the cancellation, up to the full cost of the Product or Service.
- If the Trust has scheduled Products or Services to take place on the Customer’s site, and the Customer fails to advise the Trust of any change in the schedule of those who will be receiving the Products or Services within 48 hours before the Service is due to be carried out or the Products are due to be delivered, then those Services or Products shall be deemed to have been delivered and will be charge for by the Trust.
- In the event that the Trust is unable to supply all or any part of the Products, it shall refund the Customer for that part of the Products it cannot deliver.