SEMH Support Team
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SEMH Support Team
Service Level Agreement

Remit of the SEMH Support Team

Our remit is to facilitate schools to manage and support SEMH pupils within their environment.

Accessing the service

Schools can access our support for a year for a cost of £15.40 x the number of pupils on roll. The school can then make up to 6 referrals to the Team. A "referral" is a request for support for an individual pupil. Referrals for training or cohort support can be made in addition to the 6 individual pupil referrals. Schools can also commit to more than one year of "buy in" should they wish.

A "year" runs from 1st April to 31st March.

Additional support can also be accessed at a cost of £350 per day, £200 for half a day. A "day" is the equivalent of a school day of 6 and a half hours.

Re-referrals

Schools can re-refer pupils to the Team within 6 months of the date we close the case. After that time we will need a new signed referral form and supporting documents. One re-referral per year can be made in addition to the 6 referral limit, otherwise re-referrals count towards the 6 referral limit.

The "Team"

All relevant safeguarding checks have been undertaken on all Team members. The Team work in accordance with Safer Recruitment Guidelines, and all Team members have had satisfactory enhanced DBS checks carried out, along with a barred list check (List 99).

All Team members have received appropriate yearly training in safeguarding, and undertake regular training updates.

Team members should wear their WHF lanyards at all times, to easily identify that they are employed by the White Horse Federation who have carried out the above checks and training, in compliance with Keeping Children Safe in Education.

All Team members have up to date training in "positive handling" through Team Teach training. Please remember that this does not necessarily mean that Team members will physically intervene in any or all incidents of "challenging behaviour" within a school or setting.

Referring to the Team

Please ensure the referral form is completed in full, is signed by all parties, and is accompanied by all the requested documentation listed on the form.

If you are posting the form to us, please ensure you affix sufficient postage stamps to cover the cost. Unfortunately, we are not able to attend the Post Office to collect post where insufficient postage has been paid.

Please also ensure your return address is on the envelope in case the referral does not reach us for any reason. The referrals contain a lot of sensitive data which we do not want to go missing.

Individual pupil referrals

The Team will aim to respond to a "request for support" form within 2 weeks of receiving it. On receiving the request for support we will ensure that all parts have been completed, that all aspects of the Swindon Graduated Response have been applied as appropriate, that all necessary supporting documentation has been provided, and that the SEMH Support Team are the appropriate agency to offer the support needed.

We are unable to discuss pupils without Parents' written permission (their signature on our request for support form).

If any aspect of the form has not been completed, we will contact the school or return the form to the school with a note of explanation.

If the support required is not within the remit of the SEMH Support Team we will signpost the school on to the appropriate agency.

Having determined that a referral to our team is appropriate and has been completed in full we will then allocate a Team member to meet with school staff, observe the pupil, and meet with Parents, to decide the appropriate support for the pupil. This will generally be to support the school staff who work with the pupil, but may also be work with pupils.

The Team member will contact the school to arrange to visit; however, should the school fail to respond to phone calls and e mails from the Team within 2 weeks we will have to assume that our support is no longer required and will close the file.

Should the Team member feel, after an initial visit or at any time during our support, that a different agency would be more appropriate to support the school and pupil, we will signpost the school on to that agency. As an example, where a pupil has a diagnosis of an Autistic Spectrum Condition, the referral should go to the ASC/SCID Advisory Team, who will liaise with the SEMH Support Team as needed.

Should school staff decline to follow our advice we will discuss whether it is appropriate to continue to offer support.

We will review our intervention within 12 weeks, to determine whether further support from our Team is appropriate. We will signpost to other agencies or assist the school with requests to the Borough as appropriate.

Please remember that Team members are experienced Professionals who have been invited into your school to offer support. They are not there to act as TA to the pupil. School staff remain responsible for the behaviour and attainment of the pupil.

Cohort or whole school support

Where a school requests support for a particular staff member, class, cohort, or for whole school issues, the Team will do an observation and offer advice if possible, then assess how we can best support the situation on an individual case basis. The Team may also approach a school to offer this type of support where high numbers of referrals are made to our team, or where high numbers of exclusions are recorded.

Training

The Team can offer training to individual schools and settings, covering all aspects of SEMH needs, in accordance with the school's development plan. A full list of courses delivered is available on our website, and we often add new courses to this list. We are happy to write bespoke training packages on aspects of SEMH as requested by schools.

Applications to SENAT

For pupils already referred to the Team we can advise on, and support if appropriate, applications to SENAT for part time placements, for funding, and for assessment of pupils' SEMH needs. However, we cannot guarantee any of the outcomes. Advice on the content and wording of these applications can be sought from the school's SENAT Officer.

Transition support

The SEMH Support Team will support children who are already referred to us when they are moving to new schools and settings, if needed. The move may be from an Early Years setting to a Primary school, because of a managed move, transitioning back to mainstream school following a permanent exclusion or part time placement, or because the child is moving to a new school for some reason and we are already involved in supporting their SEMH needs.

The SEMH Support Team are not responsible for finding new school places for any pupil, and are unable to suggest potential new school places.

Evaluation of our support

The Team collates data which shows how we are supporting schools. The Team always asks schools to complete an evaluation form for our support as part of closing a case, and need to have these returned to us.

We pride ourselves on delivering the best possible service, and do take account of all feedback we receive.

GDPR Compliance

The SEMH Support Team complies with GDPR requirements.

A data sharing agreement will be sent to schools to be signed and returned to the White Horse Federation with paperwork around the buy in of our service.
Our privacy notice is available on our page of the Nyland school website at https://www.nyland-pri.swindon.sch.uk/about/semh-support-team

Should you have any concerns around GDPR please contact us as soon as possible.

Complaints Procedure

If at any time you are unhappy with the service you receive from the SEMH Support Team please speak with the individual Team member involved in the referral. If this does not resolve your concern, please contact the Team Leader, preferably in writing. If this is not possible, or does not resolve the issue to your satisfaction, please contact the Nyland School Principal.