

Tailor-Made Programmes

Service Level Agreement

Schools

Child's Name:	
DOB:	
School:	

Features of a Tailor-Made Programme (TMP)

- A bespoke programme of education, including social and emotional learning and preparation for reintegration, planned by TMP teachers for individual pupils. This includes:
 - 1) Children who are without a school place (Section 19 Duty) or who are in care.
 - 2) Children who have a school place but are out of school.
 - 3) Children who are at risk of permanent exclusion when all other options have been exhausted, and only with the authorisation of the Strategic Lead.
- Will not necessarily align with school times and dates.
- A programme planned and overseen by teachers and supported in the delivery by a pool of teaching and learning assistants in a range of premises.
- A programme of work, including Technology Enabled Learning resources, and Real-time Online Learning (RTOLL), which can be accessed at home.
- A flexible, supported and creative response for a 12-week period.
- An evolving programme, key to which is the flexibility to respond and change.
- A programme which is most effective when all involved are working supportively and collaboratively with strong lines of communication.

TMP will:

- Use pupil profiles to monitor progress and readiness for reintegration.
- Use solution-focussed planning and attend a review, called by school, at least every 6 weeks when a report and/or review paperwork will be provided.
- Use individual risk assessments and strategies, approved by DCC. (These differ from school risk assessments in that more flexible working practices are embraced).
- Deliver a bespoke programme agreed by school to meet the individual needs of the child.
- Inform school and parents / carers of the timetable and keep the school informed of attendance on a weekly basis.
- Inform the school immediately if a pupil does not attend a session either with a TA or through Real-time Online Learning
- Give a clear indication of cost from the outset.
- Provide ongoing training to TAs to maintain the high standards of the service.

The school will:

- Fully explain to parents/carers the nature of the TMP and seek their agreement prior to the request. This must include explanation that if a Teaching Assistant is absent, there may be no cover arrangement and the session that day will be cancelled.
- Remain in contact with the parent / carer and provide ongoing feedback.
- Retain overall responsibility for the child, including hosting all meetings and remaining fully involved with all supporting agencies.
- **Maintain responsibility for safeguarding** and will respond to any safeguarding concerns according to normal school policy.
- Continue to be the point of contact with the LA SEND Department including providing reports and reviews where applicable. This includes taking responsibility for future funding requests.
- Support the reintegration of the child to school during the programme, allowing some access to the school and/or resources throughout.
- Inform the TMP Co-ordinator if the pupil will be absent on a TMP day.
- Understand that, after a serious incident, sessions may be put hold pending review of risk assessment. In this situation, work will be set, if appropriate.
- Pay for any agreed additional expenses incurred in delivering the programme.
- Understand that the Temporary Provision Team will, on the school's behalf, confirm and authorise timesheets and costs relating to the programme delivery. This may include agency staff, engaged through third parties, who will invoice the school directly for these costs. School will be provided with an audit trail if requested.
- Ensure prompt payment of any costs related to the programme.

Parents will:

- Sign consent forms prior to the start of the programme.
- Inform the TMP Co-ordinator of absences.
- Inform the TMP Co-ordinator of any change in contact details.
- Ensure the pupil wears school-appropriate clothing and is up, dressed and ready for the start of the programme.
- Be aware that they may be contacted if issues occur during a session and that a session may be cut short with parents being asked to collect the pupil.
- Understand that a pupil can only be transported when appropriate.
- Understand that TAs can sometimes be held up or not be available for sessions.
- Understand that, after a serious incident, sessions may be put hold pending review of risk assessment.
- Speak to TMP staff in a polite and courteous manner. Any abusive communication will not be tolerated and may result in the termination of the programme.
- Speak to the TMP Co-ordinator with any points of concern or worries during the programme. The TMP Co-ordinator is the first point of contact for parents.

Signed:		<i>(Headteacher)</i>	Date:	
Please Print Name:				
Signed:		<i>(TMP Manager)</i>	Date:	
Please Print Name:	Marianne Forgan			