

# Procedures Manual

## **04.46.01 WEST SUFFOLK COLLEGE EARLY HELP OFFER**

**PURPOSE** To provide information of West Suffolk Colleges early help offer for students, parents and carers. To provide information to staff on our early help offer.

**SCOPE** College Wide

**RESPONSIBILITY** All staff

West Suffolk College provides a team of support staff to help students while they are studying at College. These College services are listed in detail below. This is the Early Help Offer, which supports students to remain at College and be successful in their study.

### **Student Liaison Workers**

We at present have two Student Liaison Workers who are currently retired Police Officers. They are the first port of call for all duty Officer calls in College. They patrol areas making sure that students are behaving well and wearing membership badges. They carry out random searches in class and in College for drugs. They have links with the High Point Prison drug dog service and use these dogs to search the College each term. They maintain their contacts with the local police force and keep them updated with any intelligence that we hold.

### **Personal Progress Tutors**

The Head of Pastoral Support manages the PPTs. Personal Progress Tutor (PPTs) are the first port of call for students. PPTs are located around the College in different curriculum areas and each one has a cohort of around 250 students. They will monitor the attendance and achievement of their students, liaise with parents and carry out Progress Reviews with each student regularly. They also deal with any low-level welfare issues signposting on higher-level welfare concerns. This includes instances of bullying and harassment where the PPTs use restorative justice methods to resolve issues. They facilitate PHSE(Personal Health Social Education) sessions with their students delivering on topics such as Prevent and British Values as well as healthy relationships and healthy mind and body.

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## **PIP – Positive Intervention Programme**

The PIP (Positive intervention Programme) is used when a student has barriers to overcome to enable them to positively engage at College. These students have usually stopped attending College and we work hard with them and their Next of Kin to re-engage and reintegrate them back into College life. In some cases, PPTs will visit a student at their home to work with them and their Next of Kin to develop a bespoke plan to support the student, to successfully complete their chosen study programme.

## **Student Welfare**

The Student Welfare Manager leads the Student Welfare offer. The team includes a Senior Welfare Officer and three Welfare Officers and an administration team. The department also offers and refers students to its in house counselling service.

The Manager and Welfare Officers are all Alternate Designated Safeguarding Leads and are the first point of contact for all safeguarding issues in College. Close working relationships between Social Care Services, health services and other support agencies are paramount.

We see students with any issue that may affect their time in College. This can include poor mental health, housing issues, health issues, and concerns in relationships or the family.

Students with Mental Health issues are RAG rated and monitored along with Children in Care, Young Adult Carers and 14-16 year olds. Strong links are in place with the Young Adult Carers service, Social Workers and the virtual schools associated with Children in Care.

We provide breakfast bars and snack lunches to any student that may need it. These are also available from PPTs. We also provide lunch ingredients for vulnerable learners in Minden House. These ingredients are used to make meals for students with disabilities or social needs.

Welfare Officers attend Child Protection conferences, Child in Need meetings, Family Network Meetings, Child in Care reviews and Social Worker led PEPS (Personal Education Plans).

The Manager represents the College at the Suffolk Safeguarding Partnership Meetings, The PREVENT Delivery Group, The Area Safeguarding Group and the DSLs (Designated Safeguarding Lead) meeting of schools in the West of Suffolk. The Student Welfare Manager is the National Association of Managers of Student Services regional Chair for the Eastern Region.

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Our Welfare Officers are trained in WRAP (Prevent training), County Lines and Safeguarding level 2 to train the trainer level and ensure all staff are adequately trained in up to date topics.

### **Counselling**

We have a part time counsellor and a number of Counselling trainees. The trainees can include those part way through their qualification and those that have qualified but need counselling hours for accreditation.

The Service runs Monday to Friday. Students can have one initial session plus eight sessions of counselling. Counsellors will support students with any number of personal issues. Sessions last for 50 minutes and are held in appropriate confidential spaces in the College or online as students prefer.

### **Working with Other Agencies**

The Student Welfare team regularly works with other agencies providing them space to support students. Referral to, liaison with and support is available in College from the following list of agencies and any others (as appropriate) to the student at the time. Students can access these services via Student Welfare.

Turning Point	Police
Suffolk Young Adult Carers	Virtual Schools - Suffolk, Norfolk, Cambridgeshire
Social Care Services	Mental Health
Probation	Youth Justice
One Step Closer	Diabetic nurses
Young Peoples Workers (CYP 0-19)	Stand Tall Project
The Ferns	Fresh Start New Beginnings
Local GP'S	PREVENT HE/FE Coordinator

In addition the Local Authority are contacted regularly with lists of students that withdraw and, any vulnerable individuals who are at risk of becoming NEET (Not in Education or Employment) are monitored termly with the Young Persons workers to make sure they do not become NEET.

### **SEND support**

Please see the [SEND support policy](#).

### **Education Mental Health Practitioners**

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The college is fortunate to have support from a group of Educational Mental Health Practitioners, who work with students showing signs of anxiety or low mood. Referral takes place via assessment from a welfare officer.

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