

Guide to Pupil **Support**

Our mission is to be a support service which offers social, emotional, mental health and academic support to pupils in a safe, calm, positive and welcoming environment.



OUR TEAM

Pupil Support has three permanent members of staff working on the team. Sam is the Pupil Support Manager and Stacey and Kayley are very experienced and valued members of the team. All 3 members of the team are also qualified first aiders.



WHAT PUPIL SUPPORT IS/WHAT WE DO

Pupil Support is a welfare/pastoral service. We currently offer a variety of services in school. Plus, we are hoping to expand!

At the moment we have many strings to our bow.



SERVICES AROUND SITE

- Each lesson we endeavour to complete a class check. We will check the school site to ensure that all pupils are settled in class. We keep a record of any issues (for reference) in the Pupil Support Hub.



- If any pupils are 'Out of Class' we will engage with them and try to return them to class. If pupils refuse to return to class, we will offer pupils the opportunity to come to Pupil Support and endeavour to communicate their whereabouts and the reason they have accessed Pupil Support, with the relevant classroom staff.
- If a pupil refuses to either access Pupil Support or to return to class, Pupil Support will liaise with the classroom staff to devise a monitoring plan for the situation.



- If a pupil chooses to go off site, classroom staff and Pupil Support will agree a strategy. Staff (classroom or Pupil Support) must follow or endeavour to find a pupil. The responsibility for pupils is shared throughout the staff team. It is not the sole responsibility of Pupil Support to monitor/supervise/find pupils who are missing from class/site. If a pupil is confirmed as missing from site, their individual risk assessment should be consulted and the correct procedure followed, as specified. It is standard practice to inform pupils' parents or carers and police after an hour; however some pupils' risk assessments may differ. We would call the police immediately for younger or more vulnerable pupils in line with our Safeguarding and Child Protection policies.
- Communication is vital! In order to be effective we rely on staff informing us if pupils leave class. THERE IS A NOTICE BOARD IN OUR OFFICE FOR YOU TO LEAVE A MESSAGE ON IF YOU DON'T HAVE A SCHOOL PHONE.



SERVICES IN CLASS

- On occasion members of the Pupil Support team will be timetabled to cover in class.
- You can also call on us to provide extra assistance in the classroom.



SERVICES IN PUPIL SUPPORT

We are lucky to have 2 areas for pupils to access. Our main space is called the Hub. This is an ideal environment for pupils to work in, talk informally with staff or interact socially with staff and other pupils. We also have the Snug, which is a more private space. It is important to remember that Pupil Support is an alternative space, it should not be perceived as a sanction or a reward when a pupil needs to or chooses to attend. We are an additional option to consider in times of need by all.

- You can call to see if it is possible for a pupil to work in the Pupil Support rooms. A member of the classroom staff may accompany and work with a

pupil in our rooms. Please check for room availability with PS staff.

- Alternatively, if a pupil requires a break from class and/or staff but wants to work we can facilitate this in Pupil Support. Please check with PS staff that someone is available, ideally work would be sent with the pupil but if this is not possible we do have generic folders of work for pupils to access. We also have two working PCs.



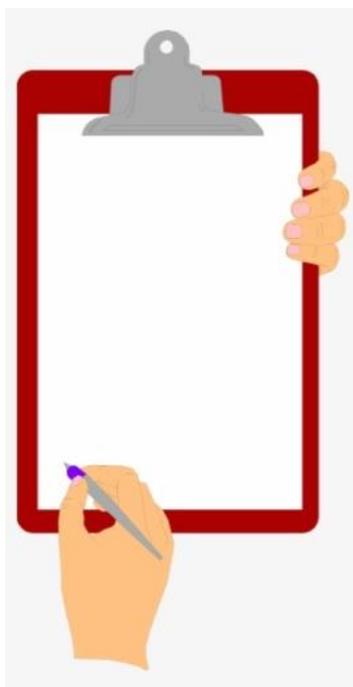
- Pupil Support also gives pupils an opportunity to take a chance to re-group if they are finding the classroom environment or school to be stressful. This may mean that a pupil may not be ready to accomplish an academic task, but they may wish to talk about an issue that is concerning them, engage in a social activity or merely take some time out/quiet time before returning to class. PS staff will endeavour to communicate how a pupil has spent their time in PS with classroom staff.



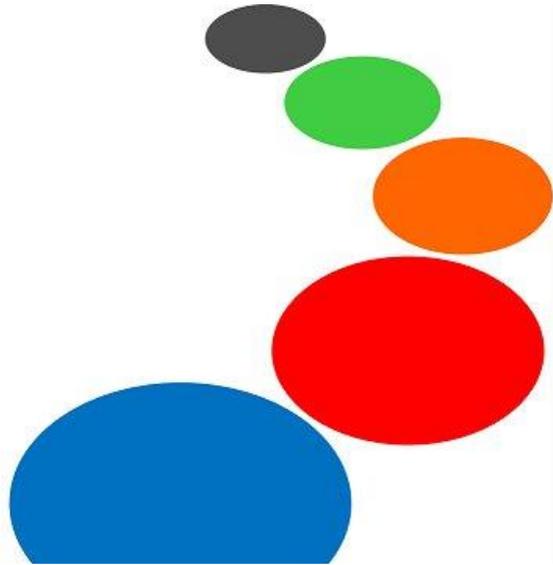
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ADMINISTRATION DUTIES

- Pupil Support will liaise with the staff from the Front Office to ensure that any issues/changes to attendance that occur throughout the day are communicated throughout school to the relevant members of staff.
- Pupil Support will provide the checklists for staff that are on supervision duty at breaktime and lunchtime. If you are on duty please pick up the relevant checklist up from PS and return it to PS when your duty finishes. We will file the checklists for reference.
- Pupil Support will supply the Dining Room with a checklist at lunchtime and will collect the list at the end of lunchtime. This is also filed for reference.



OUR AIMS FOR THE FUTURE



The Pupil Support service is a stepping stone between pupils and class. We frequently engage with pupils who are upset, angry, disaffected, distracted, fearful, anxious, troubled or generally struggling to get to the place that they need to be in order to work. Pupils come to us for time and understanding. For a shoulder. For support. They may wish to vent, talk, scream, cry or simply sit quietly. It is our role as a team to facilitate this and use our skills as effectively as possible to support the pupil in working out their issues and a way to resolve them.



We also offer advice and support to our colleagues, liaise with SLT or Safeguarding Officers when necessary and communicate with parents/carers when required as part of our pastoral duty of care. We aim to communicate as effectively as possible with all parties to provide the best of care for the pupils who engage with Pupil Support.



With the advent of our new workspace we are hoping to expand our service. We wish to offer the pupils a more consistent approach. We have always been a reactionary service, intervening in situations as necessary and as priority dictates. However, our aim is to now offer some proactive services.

If possible we are going to try to ensure that there is always one member of the team in the Pupil Support rooms for pupils who wish to drop in. Staff permitting, we think – taking on board feedback that we have received – that it is important for pupils that someone is

always 'at home'. We realize that there will be times when this is not possible but we will endeavour to produce a rota that means that a member of our team will always be in if anyone calls.



As well as these informal, but necessary, drop-in sessions, we would also like to put into place scheduled sessions with pupils. We would like to establish a key-worker system. The staff team on Pupil Support would each take responsibility for a group of pupils. All pupils would be offered this service should they wish to partake. Sam, Kayley and Stacey would meet with each of the pupils from their respective groups on an individual basis once a half term. This session would be timetabled.

The aims of these sessions would be to allow pupils the opportunity to connect on a one to one basis with a member of staff, building a relationship which will serve

to enhance their life in school and be a point of call for support and advice. It is important that we offer pupils as many avenues for support as possible. Our pupils receive wonderful support in class, we wish for the same with Pupil Support. We aim to build these relationships so that each pupil has that extra level of support when they need it.

During the key-worker sessions pupils may wish to discuss their progress, issues in school or at home, to work on some skills for life or simply enjoy some time away from the classroom connecting with a different person and building a new and hopefully long lasting relationship that will serve them well.



We are currently working on turning our new rooms into our new home; we want a calm, sunny, multi-purpose environment where everyone feels comfortable, safe and welcome.

skills and contributes to the progress and development of each pupil academically, socially and emotionally. Our pupils find confidence and resilience through this consistent and whole school approach. Each pupil leaves school with their many and varied qualifications, a better, more robust sense of self and the knowledge that they have belonged somewhere, that they have given to us as much as they may have taken. The core strength of Pupil Support is to develop and build on the relationships and bonds that the pupils rely on and need to complete their journey through school.

We look forward to continuing our progress and our good work in our new space. Now that we are fortunate to have the level of staffing we need, we can begin to shape and form the service into the one we have always envisaged in our heads. We are very much looking forward to making it a reality.

