

SERVICES FOR SCHOOLS

# Primary Behaviour Service

Specialists in behaviour support



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# Our Services

**The Primary Behaviour Service is a team of dedicated practitioners with extensive experience working in Hampshire primary schools to promote childrens' positive behaviour and emotional wellbeing.**

We believe:

- that behaviour is a metaphor for communication
- every child deserves to be heard, can be taught and learn strategies to succeed
- every child has the right to equality of opportunity, inclusion and their individual needs met through a child-centred approach
- every child can take responsibility for their own actions and create their own opportunity for change
- in early, targeted support to develop optimal independence and emotional resilience
- positive relationships between school, families and children help remove barriers to learning
- parents/carers are powerful agents of change for their children
- every child can flourish, develop their individual strengths and make a valuable contribution to society.

**We are a referral based service offering outreach and inreach support for primary children with behavioural, emotional and social development needs.**

**Our approach is to provide targeted support early in a child's life, helping to meet their additional needs in order to get the most out of their education.**

Core services that we offer include:

- consultation and advice to leadership teams
- assessment and identification of need, deepening knowledge and shaping early intervention
- hands-on support and guidance for schools for a wide range of behavioural, emotional and social development needs at multiple levels
- rapid and flexible response to individual child referrals
- bespoke behaviour management training for a range of staff, from individual settings to County-wide training programmes
- access to inreach provision in partnership with schools
- working preventatively to reduce exclusions through a blend of operational and strategic support.



# Tailored support

## Individual child

- Self-regulation for positive learning behaviour
- Specialist support and intervention to address behavioural, emotional and social development needs
- Dedicated transition support
- Solution-focused intervention
- Play therapy
- Advice and support for classroom staff
- Building emotional resilience and self esteem.

## Whole class

- Support for classroom management and organisation
- Transition support between key stages
- Modelling and collaborative teaching to promote strong classroom management of behaviour through all aspects of pedagogy
- Development of emotional resilience across staff and pupils
- Environmental analysis.

## Family

- Parent/carer support and liaison
- Direct work alongside parents/carers to develop all aspects of behaviour management, individually and in groups
- Strong coordination with a range of professionals to secure positive outcomes for children
- Development of home/school relationship.

## Whole school/cluster

- Rapid access for crisis consultation
- Systemic work to support school development
- Consultation and advice on behaviour related policy and procedure development
- Problem-solving 'surgeries' for clusters/ groups of schools
- Mediation and conflict resolution
- Provision of bespoke training rooted in theory and evidence-based practice
- Experiential professional development within our centres.

## Our service commitment

We are committed to providing an accessible and responsive service. Referrals are made by schools direct to local teams and will be responded to within five working days.

Please contact your local Primary Behaviour team to obtain our referral forms.

### Office hours:

8.30am to 5.00pm

Monday to Friday (term time only)

### Out of hours

We operate a voicemail service.





## How we work

Our dedicated practitioners are committed to securing positive outcomes for referred children, fielding a wealth of experience, knowledge and skills to augment the strong practice of behaviour support in Hampshire primary schools.

We work predominantly to provide an outreach service to mainstream primary schools, with the facility of inreach provision at a number of centres when a child needs our support away from their usual educational setting.

Our referral-based support service can be accessed through six regional teams – see contact page for details.

## Inreach Centres

Our inreach centres offer part time provision designed to complement mainstream school placement, following an individually tailored curriculum to promote maximum inclusion.

From Easter 2014 our teams are based in our six centres across Hampshire:

<i>Centre</i>	<i>Location</i>	<i>Districts</i>
The Clifford Centre	Totton	New Forest & South Test Valley
The Keppel Centre	Eastleigh	Winchester & Eastleigh
The Harewood Centre	Basingstoke	Basingstoke, Deane & North Test Valley
The Hive	Aldershot	Rushmoor, Hart & East Hants
The Lennox Centre	Gosport	Fareham & Gosport
Robin's Oak	Havant	Havant & East Hants



## The Challenges

**With extensive experience working with Hampshire primary schools, we have gained valuable insight and working knowledge of the challenges schools face when dealing with behavioural, emotional and social development needs.**

**The wide-ranging support we offer is rooted in theory and has been specifically designed with these challenges in mind.**

- Escalating concerns regarding behaviour
- Rise in complex and entrenched behaviour
- Multiple needs in a classroom
- OFSTED – pressures around behaviour and safety
- Challenges in securing parental engagement
- Desire not to exclude
- Balancing the needs of the whole school and the individual child
- Promoting inclusive practice across the whole school
- Early identification and assessment of need

- School improvement in a changing educational climate
- Awareness of mental health issues and understanding of individual needs.

**Just as there are numerous challenges that may be faced by schools, there are a variety of ways in which our services can be utilised to relieve pressure points:**

- Crisis management, advice and consultation
- Alternative provision in conjunction with the mainstream schools to teach new skills and successfully reintegrate
- Hands-on practical support in schools
- A visible, regular presence in schools
- Early intervention to address needs at a strategic level
- A good blend of operational and strategic support
- Supporting the reduction of exclusions.

# Why use our services?

**With our Primary Behaviour Service, you will be confident in the knowledge that you are best prepared to manage challenging behaviour and seek positive solutions for your pupils.**

**Our experienced Primary Behaviour teams offer comprehensive advice and guidance and will work closely with the school, child and family to foster positive relationships and secure the best outcomes.**

- Children become better engaged with learning, with improved access to the curriculum
- Parents and children have increased awareness of their responsibility for their own behaviour
- Staff become better equipped to work with challenging behaviour
- We work collaboratively and creatively to address whole school development
- We offer alternative provision through our inreach centres
- The inreach centres are used as CPD hubs for local practitioners, transferring skills and strong practice across the locality
- We aim to create increased capacity and confidence within schools
- We promote joined up practice between home, school and child to ensure consistency
- The wellbeing of staff, the child and their family are generally improved.

## We will:

- help your school develop an increased understanding of children with behavioural, emotional and social development needs
- provide support with the development of strategies to manage challenging behaviour
- provide a holistic approach to the needs of children and their families
- help raise the levels of achievement for vulnerable children
- support and promote partnership working with parents and other agencies.



# Memorandum of Agreement

## Parties

This agreement is made between the governing bodies of all Hampshire infant, junior and primary schools, and the Primary Behaviour Service (PBS).

## Duration

This agreement will run annually from April 2013.

## Intent

The intent is to regulate dealings between the parties by setting out respective obligations relating to performance.

## Responsibilities of parties

Primary Behaviour Service will:

- deliver the service in a professional, responsive and helpful manner at all times
- clarify the role and remit of PBS staff members deployed to your school
- actively review the quality of service delivered through consultation with customers including schools, children, young people, parents, carers and communities
- keep to agreed time commitments and inform you as soon as possible in the event of sickness or unexpected absences
- consult schools regarding changes to services, service levels and prices in accordance with agreed procedures
- endeavour to deliver the service in line with the published service levels as detailed in this agreement and to investigate and seek remedies or improvements where we fail.

## Schools will:

- keep to agreed time commitments and liaise effectively with the service to ensure that high quality provision can be maintained, for example through informing the service about pupil absences and INSET days
- wherever possible, share curriculum and planning information with PBS staff in order to maximise the effectiveness of support and interventions delivered
- provide feedback and contribute to evaluation following support, interventions and other activities delivered by PBS.

## Resolving Disagreements

Any concerns or complaints about the level or quality of service should firstly be made to the Team Manager. Schools who consider that they have not received an adequate response from the Team Manager may appeal in writing to the Area Manager, Primary Behaviour Service or the Area Strategic Manager. We will write to acknowledge receipt of the complaint within seven days, and will visit the school where required.

## Data protection

The Primary Behaviour Service will be delivered in line with Hampshire County Council policies and is compliant with the Data Protection Act.

# Contact us

Please contact us if you would like to know more about our services and how we can help:

## Primary Behaviour Service – West

Area Strategic Manager – Alternative Provision:

**David Harvey**

t: 01962 876263

e: dave.harvey@hants.gov.uk

Area Manager:

**Sarah Couch**

t: 01962 667975

e: sarah.couch@hants.gov.uk

Area Admin Assistant:

**Rachel Wood**

t: 01962 876268

e: rachel.wood@hants.gov.uk

### Basingstoke, Deane & North Test Valley

t: 01256 329206

Team Manager:

**Elissa Whitby**

e: elissa.whitby@hants.gov.uk

Team Admin Officer:

**Debbie Usher**

e: debbie.usher@hants.gov.uk

### New Forest and South Test Valley

t: 02380 661777

Team Manager:

**Jennie Hogan**

e: jennie.hogan@hants.gov.uk

Team Admin Officer:

**Cheryl Calder**

e: cheryl.calder@hants.gov.uk

### Winchester and Eastleigh

t: 02380 613 152

Team Manager:

**Jenny Turner**

e: jenny.turner@hants.gov.uk

Team Admin Officer:

**Claire Florit**

e: claire.florit@hants.gov.uk

## Primary Behaviour Service – East

Area Strategic Manager – Alternative Provision:

**David Retter**

t: 02392 441465

e: david.retter@hants.gov.uk

Area Manager:

**Sarah Cobb**

t: 01420 567299

e: sarah.cobb@hants.gov.uk

Area Admin Assistant:

**Kiley Wheeler**

t: 01420 567299

e: kiley.wheeler@hants.gov.uk

### Fareham and Gosport

t: 01329 281890

Team Manager:

**Dominic Spillane**

e: dominic.spillane@hants.gov.uk

Team Admin Officer:

**Debbie Barron**

e: debbie.barron@hants.gov.uk

### Havant & East Hants

t: 02392 572676

Team Manager:

**Giulia Chiapponi**

e: giulia.chiapponi@hants.gov.uk

Team Admin Officer:

**Carol Alen**

e: carol.alen@hants.gov.uk

### Rushmoor, Hart & East Hants

t: 01252 814888

Team Manager:

**Christine Brickley**

e: christine.brickley@hants.gov.uk

Team Admin Officer:

**Alison Nicholls**

e: alison.nicholls@hants.gov.uk





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Every effort has been made to ensure the accuracy of  
this brochure and is correct at time of publication.

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