

3.0 A Guide to Key Roles & Services in Wiltshire

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- 3.11 **SENSS** (*Special Educational Needs Support Service*)
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- 3.15 **YPSS** (*Young Peoples Support Service*)

3.1 BSS (*Primary Behaviour Support Service*)

What does the BSS offer?

The Primary Behaviour Support Service works to provide a continuum of support to children in primary schools.

The core service offers advice and strategies for dealing with individuals, small groups or whole class issues within the school setting across the whole county. Pupils will usually be at School Action Plus, but advice can be given before this and staff support is also offered to pupils with a statement.

Who does the BSS work with?

The Primary Behaviour Support Service works with children of primary school age, school staff and parents to develop inclusive communities which promote positive behaviour for learning.

How is the service accessed?

Referrals to the core service come from schools submitting a Request for Consultation (RFC) to the Local Education Team.

- Local Education Team (*North*)
Unit B6, Tyak Centre
Vincients Road
Bumpers Farm Industrial Estate
Chippenham SN14 6NQ
Tel: 01249 658946
- Local Education Team (*Kennet*)
10 Prince Maurice Court
Hambleton Avenue
Devizes
SN10 2RT
Tel: 01380 739208
- Local Education Team (*West*)
East Wing
County Hall
Bythesea Road
Trowbridge
Tel: 01225 713889
- Local Education Team (*Salisbury*)
The Wilton Rooms
The Hollows, Wilton
Salisbury
SP2 0JE
Tel: 01722 743472

3.2 Specialist CAMHS (*Children & Adolescent Mental Health Service*)

What does Specialist CAMHS offer?

Specialist CAMHS provides a range of interventions after assessment, for young people from 0-16 (and 16-18 if in full time education), where there are complex emotional, behavioural and relationship problems and psychiatric disorders. Therapies that may be offered include individual psychodynamic psychotherapy, cognitive behaviour therapy, occupational therapy, pharmacotherapy and family therapy.

Interventions vary from brief contacts, to long term intensive therapy over a long period of time, depending on the needs of the child/young person, or their parents and carers. These interventions may include direct work with children and/or with families and/or group work with children and parents.

Who can use this service?

The service is available to children, young people, and their parents/carers.

How is Specialist CAMHS accessed?

All referrals should be made via the Senior Practitioner (Children's Mental Health) who operate a Single Point of Access for specialist CAMHS (contact details on Pathways website- www.wiltshirepathways.org). The pupil may be offered an assessment or direct work by the Pathways service or be referred elsewhere if the case is not suitable for specialist CAMHS.

The Senior Practitioners also offer a consultation service to discuss informally a pupil who may be presenting with emotional, behavioural or other mental health issues. This also should help to clarify whether a referral is appropriate. It would normally be expected that schools and/or other specialist support services would deal with issues that are not also having a significant impact on home life as well.

3.3 EPS (*Educational Psychology Service*)

What does the EPS offer?

Many children experience difficulties in school at some stage and often these difficulties can be resolved or improved by small changes in teaching or support.

An Educational Psychologist (EP) is most effective when he/she can work with the key adults who work with and/or look after a child. The service helps school staff, parents and carers to plan the best way to help children progress. The agreed targets and approaches are then recorded as a Consultation Action Record and reviewed after an agreed time.

An EP uses their knowledge of psychology and education when working with adults and children, with the aim of raising attainment and enabling every child in Wiltshire to be included in their local community.

Wiltshire Educational Psychology Service has a particular commitment to the development of Emotional Literacy. In addition to work in this area, many Educational Psychologists have areas of specialism. These include Anger Management, Organisational Psychology, Critical Incidents, ADHD, Autism, Specific Learning Difficulties and Anxiety.

Who does the EPS work with?

- Pre school providers, parents and carers of children under school age.
- Schools – by offering training, consultation and problem solving.
- Other professionals from Health, Social Services and voluntary organisations.
- Individual children and groups of children and their parents/carers.
- Headteachers, governors, advisory staff and education officers developing teaching and learning across Wiltshire.

How is the EPS accessed?

The EPS usually becomes involved through discussions with schools at twice yearly PRISSM meetings. Schools can submit a Request for Consultation (RFC) to the Local Education Team (LET). Pre school settings can submit a pre school referral form to the Educational Psychology service following discussion with the Area SENCo.

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| <ul style="list-style-type: none">• Local Education Team (<i>North</i>) Unit B6, Tyak Centre Vincients Road Bumpers Farm Industrial Estate Chippenham SN14 6NQ Tel: 01249 659202 | <ul style="list-style-type: none">• Local Education Team (<i>Kennet</i>) 10 Prince Maurice Court Hambleton Avenue Devizes SN10 2RT Tel: 01380 727710 |
| <ul style="list-style-type: none">• Local Education Team (<i>West</i>) East Wing County Hall Bythesea Road Trowbridge Tel: 01225 713791 | <ul style="list-style-type: none">• Local Education Team (<i>Salisbury</i>) The Wilton Rooms The Hollows, Wilton Salisbury SP2 0JE Tel: 01722 743586 |

3.4 EWS (*Education Welfare Service*)

The Education Welfare Service works with schools and families to support all children of statutory school age, so they achieve and maintain excellent attendance at school. It also works in partnership with a variety of agencies (both voluntary and statutory).

This approach aims to prevent and resolve difficulties that may lead to absence from school. In particular, the Education Welfare Service focuses on reducing truancy and exclusion.

Key Contacts:

- Local Education Team (*North*)
Unit B6, Tyak Centre
Vincients Road
Bumpers Farm Industrial Estate
Chippenham SN14 6NQ
Tel: 01249 658978
- Local Education Team (*Kenet*)
10 Prince Maurice Court
Hambleton Avenue
Devizes
SN10 2RT
Tel: 01380 720721
- Local Education Team (*West*)
East Wing
County Hall
Bythesea Road
Trowbridge
Tel: 01225 713887 or 771688
- Local Education Team (*Salisbury*)
The Wilton Rooms
The Hollows, Wilton
Salisbury
SP2 0JE
Tel: 01722 743907

3.5 Early Years Intervention Team

What does the Early Years Intervention Team offer?

The aim of the Early Years Intervention team is to ensure that every child irrespective of race, gender, background or circumstances gets the best start in life and the on-going support that they and their families need to allow them to fulfil their potential. The service enables early identification of children aged 0-5 years with difficulties and disabilities and ensures that effective early intervention and support for children and families is provided in a timely manner.

The Early Year's Intervention team co-ordinate services for children and their families through Inclusion Support Meetings, working in a multi-agency partnership. **Local Inclusion Support Meetings** (LISM's) are locally based meetings which help to identify appropriate support networks and plan for the child's present and future needs at a local level, with professionals and parents working in partnership. **District Inclusion Support Meetings** (DISM's) co-ordinate services at a district level for children aged 0-5 years with complex difficulties and disabilities requiring intensive and specialist support from a range of services and agencies. **Transition Inclusion Support Meetings** (TISM's) co-ordinate services for children with difficulties and disabilities that may require additional support during the transition phase to school, in order to plan a flexible and individual programme into school life.

Training is provided to Early Years' settings, parents/carers, services and agencies on a regular basis.

The Early Year's Intervention team consists of:

Area SENCo's

Area SENCo's provide advice and support to early years' settings across Wiltshire to promote inclusion of children 0-5 years with difficulties and disabilities. They work closely with the setting SENCo's to ensure early identification and intervention for children and their families.

They work in a multi-agency partnership with colleagues from health, social care and education to ensure that positive outcomes for children are achieved

Early Support

The Early Support development workers are embedding the Early Support programme for families with babies or children under five with additional support needs associated with disability or emerging special educational need across Wiltshire. It's designed to help families' access better co-ordinated services for their children, and is particularly relevant where families are in contact with lots of different people.

The Early Support Family Pack "BLUE BOX" includes a family file where parents can keep important information about their child including a record of the child's progress and areas of difficulty ready to share with relevant professionals. This will help everyone create a plan to meet the needs of their child which will be recorded in the inclusion journal.

Early Support Key workers

They will provide information and support to a family who are beginning to find out where they can access help and benefits. They will help the family begin to use the family file and prepare for any planning meetings: LISM/DISM.

School Start

A School Start programme of intervention can be provided for children aged 0-5 years with Special educational needs. An individualised programme can be delivered that may involve support for a child and family within the home, early years setting and school to promote consistency and continuity.

School Start also support a child's transitional needs into school through a collaborative multi-disciplinary approach.

Who does the Early Years Intervention Team work with?

The Early Years Intervention Team works with:

- Parents and carers, Early Years' settings, schools, Children's Centres, District Specialist Centres
- In a multi-agency partnership with colleagues from health, social care, education and voluntary agencies.

How is the Early Year's Intervention Team accessed?

- *Early Intervention Manager & Area SENCo's*
9 Ascot Court
White Horse Business Park
Trowbridge BA14 0XA
Tel: 01225 785670
- *Early Support*
9 Ascot Court
White Horse Business Park
Trowbridge BA14 0XA
Tel: 01225785670
- *School Start (North & Kennet)*
Unit B6, Tyak Centre
Vinciens Road
Bumpers Farm Industrial Estate
Chippenham SN14 6NQ
Tel: 01249 659202
- *School Start (West and South)*
8 Ascot Court
White Horse Business Park
Trowbridge BA14 0XA
Tel: 01225785670

3.6 HI Service (*Hearing Impairment Service*)

What does the HI Service offer?

The HI Service offers assistance to hearing impaired pre-school children & pupils up to the age of 19 years who are attending mainstream school or special school and meet the service audiological criteria. Please refer to the booklet '*Hearing Impairment Service Booklet*', available from the contacts below.

Service Aims

- To support Wiltshire's SEN policy of inclusion in local mainstream schools
- To promote independence for learning and for life
- To secure equality of access to materials and the learning environment for HI pupils
- To ensure maximum access to the National Curriculum for all HI pupils
- To ensure quality and consistence of provision for all HI pupils across the country

How is the HI Service accessed?

By referral to the Head of Service.

Key Contacts:

- Advisory Teachers for the Deaf
The Hearing Impairment Service
East Wing, County Hall
Trowbridge
BA14 8JB
Central Service Staff: 07881830050
Head of Service: 07881830077
East Wing: 01225 771683
Fax: 01225 771683

Head of Hearing Impairment Service

Wilton Rooms
The Hollows
Wilton
SP2 0JE
Tel: 01722 743117
Fax: 01722 744860

3.7 LSS (*Learning Support Service*)

The Learning Support Service supports and challenges schools to improve the learning, teaching and standards of achievement of pupils with SEN. The underlying aim of support provided by the service is to build the capacity of individual schools to support SEN pupils effectively. The service meets its aims by offering a range of support with an emphasis on whole school support and CPD (*Continuing Professional Development*), but will also provide advice with regard to some individual pupils.

Who does the LSS work with?

The Learning Support Service currently offers some support to every primary school in the authority. Schools are allocated a finite level of time allocation for each academic year.

How is the WLSS accessed?

The WLSS usually becomes involved through discussions with schools at twice yearly PRISSM meetings. Schools can submit a Request for Consultation (RFC) to the Local Education Team (LET).

- Local Education Team (*North*)
Unit B6, Tyak Centre
Vincients Road
Bumpers Farm Industrial Estate
Chippenham SN14 6NQ
Tel: 01249 659202
- Local Education Team (*Kennet*)
10 Prince Maurice Court
Hambleton Avenue
Devizes
SN10 2RT
Tel: 01380 727710
- WLSS (WEST)
Schools Branch
Ascot Court
Whitehorse Business Park
Trowbridge
BA14 OXA
Tel: 01225 785695
- Local Education Team (*Salisbury*)
The Wilton Rooms
The Hollows, Wilton
Salisbury
SP2 0JE
Tel: 01722 743586

3.8 PI Service (*Physical Impairment Service – part of PASSIS*)

What does the PI Service offer?

The PI Service is part of the Children & Families Branch of the Department for Children & Education. The Team consists of Advisory Teachers who have significant and varied experiences in primary, secondary and special education. Each teacher covers all maintained schools in their designated area.

Statement of Intent

- To support Wiltshire's policy for the inclusion of PI pupils in line with the recommendations of the SEN Code of Practice (2001); and the SEN and Disability Act (2001); and other current legislation.
- To provide advice and support to schools in their efforts to include pupils with a specific physical impairment.
- To represent the DCE at statutory reviews of Wiltshire pupils in out of county placements.

Key Contacts:

- West Wiltshire and North Wiltshire Areas
Local Education Team (*West*)
East Wing
County Hall
Bythesea Road
Trowbridge
Tel: 01225 771685
- South Wiltshire Area
Local Education Team (*Salisbury*)
The Wilton Rooms
The Hollows, Wilton
Salisbury
SP2 0JE
Tel: 01722 743117
- Kennet Area
Local Education Team (*Kennet*)
10 Prince Maurice Court
Hambleton Avenue
Devizes
SN10 2RT
Tel: 01380 720721

3.9 Speech & Language Therapy Service

Wiltshire Community Health Services (Part of the Provider arm of Wiltshire Primary Care Trust)

The Speech & Language Therapy team provides a service to the geographical areas of North and West Wiltshire and Kennet.

What do they offer?

Specialist assessment of communication skills, differential diagnosis, intervention packages, training advice.

Who do they work with?

- Parents, staff in Early Years Settings, Children's Centres, District Specialist Centres, the Early Years Team and School Start.
- Schools and all staff within them.
- Educational Psychologists, Learning Support Team, PASISS
- CAMHS, Social Workers, Voluntary organisations such as Barnardos.
- Paediatricians, GPs, Health Visitors, School Nurses, Nursery Nurses, Audiologists

How is the service accessed?

Early Years Referrals

Written referrals are made using the Pre-school matrix, a tool to assist Early Years settings in identifying children with speech, language and communication needs. Training is provided to use the Matrix. Referral is also made through the Health Visitor, Paediatrician, GP and other professionals who may be involved with the child.

School aged referrals

There are also other referral forms for school aged children to access the mainstream service. These forms are for children with specific language impairment and Autistic Spectrum Disorder as well as for those children who are seen by the schools' locality therapists.

All referrals should be sent to:

Senior Clerical Officer
Community Health Department
Newbridge Hill
Bath
BA1 3QE

Key Contacts:

Head of Speech & language Therapy Services, Trowbridge FHC
Tel: 01225 766161

Principal Speech & Language Therapist for ASD, Complex Needs & Training Co-ordinator, Chippenham FHC
Tel: 01249 653184

Advanced Practitioner Speech & Language Therapist, Team Leader for Mainstream Children with Specific Language Impairment, Specialist Language Centres and Hearing Impaired. Trowbridge FHC
Tel: 01225 766161

Principal Speech & Language Therapist for Community Therapists and Early Years Team and Deputy Head of SLT Services, Trowbridge SLT
Tel: 01225 766161

Advanced Practitioner Speech & Language Therapist for the Early Years, Trowbridge FHC
Tel: 01225 766161

If a child lives in South Wiltshire, he/she should be referred to the Speech & Language Therapy Service based at Salisbury Hospital.
Tel: 01722 345571

Pre-school children with complex needs who live in Kennet or in Lyneham, Wootton Bassett, Purton or the Cricklade area should be referred to the Swindon Speech & Language Therapy Service at Eldene Health Centre.
Tel: 01793 439960

The Swindon Speech & Language Therapy Service has also been commissioned to provide therapy for children with dysfluencies, stammers or hearing impairment who live in Kennet, Lyneham, Wootton Bassett, Purton or Cricklade. These services are provided for children of all ages.

3.10 SEN ICT Service

(Special Educational Needs – Information Communications Technology) Service

Wiltshire has a team of ICT advisors based at the ICT Resource Centre in Melksham who provide training and advice on all areas of ICT in schools across the county.

They have an advisor who specialises in Special Educational Needs who provides equipment to pupils with physical access needs. Advice and support to mainstream schools in order for them to support their own pupil's. Paper-based, CDROM and online support are available from: www.ictcentre.wiltslea.org.uk

Who does SEN ICT work with?

Pupils who physically cannot write without the use of ICT. These pupils would be on the caseload of the Physical Impairment Service.

How is SEN ICT accessed?

A Wiltshire Assessment in Communication and Education (WACE) form can be obtained from the SEN ICT Advisor below or the ICT team admin support.

Key Contacts:

By Post

Melksham Professional Development Centre
3 Lancaster Park
Bowerhill
Melksham
SN12 6TT

Tel: 01225 793349

Fax: 01225 793348

3.11 SENSS (*Special Educational Needs Support Service*)

Service Title

Provided by **ASK** (*Advice and Services on Kids*), a local charity which supports parents and carers through provision of information, advice and services.

What does SENSS offer?

SENSS is the statutory Parent Partnership Service for Wiltshire Local Authority. They offer parents free independent and impartial advice and support about their child's special educational needs (SEN).

Who does SENSS work with?

SENSS are funded to work with any parent whose child is registered on a stage of the Code of Practice for Special Educational Needs i.e. Early Years Action/School Action, Early Years Action Plus/School Action Plus, undergoing Statutory Assessment, or with a Statement of Special Educational Need.

How is SENSS accessed?

By phoning the helpline at **ASK** - 08457 585072, by emailing info@askwiltshire.org or by going to the website www.askwiltshire.org .

3.12 SOCIT (*Social Communication Intervention Team*)

What does the SOCIT offer?

SOCIT work in an advisory capacity, with school teams, to develop effective practices for the inclusion of children with social communication difficulties. This includes children with a diagnosis of Autistic Spectrum disorder and/or Aspergers Syndrome.

Who do they work with?

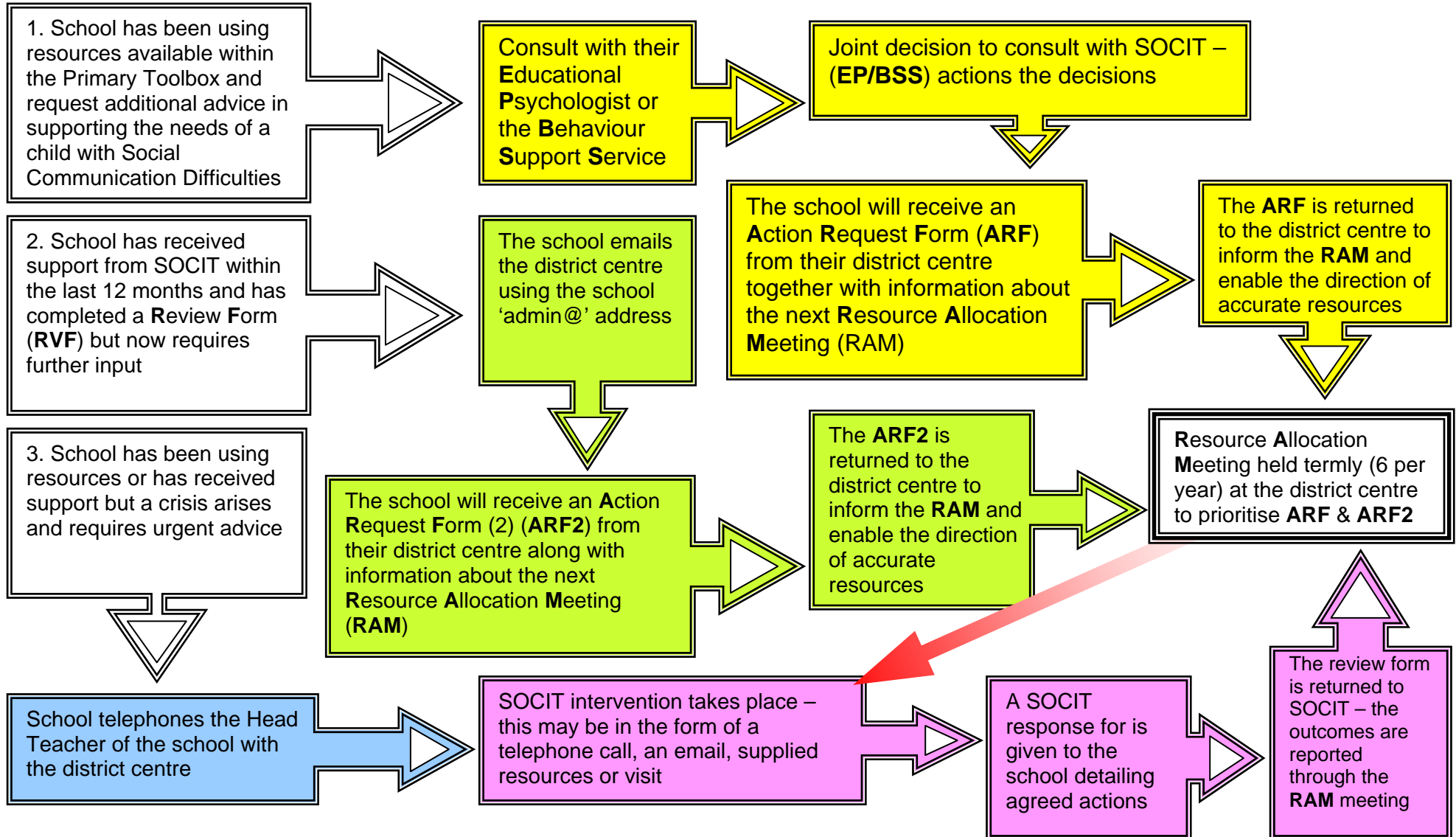
Primary School teachers and their teaching assistants, SENCOs.

How is the service accessed?

The service is initially accessed following discussion between Educational Psychologist or the Behaviour Support Teacher and the school. See overleaf for detailed referral route

SOCIT (Social Communication Intervention Team)

Accessing Support from SOCIT



3.13 SSOCIT (*Secondary Social Communication Intervention Team*)

What does SSOCIT offer?

SSOCIT offer an inreach and outreach service for secondary school professional working with young people with social and communication difficulties. This can be SSOCIT going into schools, meeting students and professionals working with them to help with any difficulties they are having. On the inreach side it means professionals visiting the Prospect Centre, having a tour round, working in classes, looking at resources and troubleshooting with one of the SSOCIT team.

Who does SSOCIT work with?

SSOCIT works with staff, students and parents.

How is SSOCIT accessed?

The service is accessed through the SENCo at the educational establishment or you can ring the school on 01380 850309 or by email: prospectssocit@rowdeford.wilts.sch.uk. This will see if the situation can be resolved by a discussion on the phone, sending resources or to arrange an inreach or outreach visit. If an outreach visit is required an action request form will be sent for the school to fill in. Once this is returned SSOCIT will contact the school to arrange a visit. The outreach days are Mondays and Thursdays.

3.14 VI Service (*Visual Impairment Service*)

The VI Services activities are:

- To assess the educational needs of pupil's and pre-school children with a visual impairment
- To assist families and pre-school groups to meet the educational needs of pupil's with a visual impairment
- To assist schools in developing programmes to meet the educational needs of pupil's with a visual impairment
- To support schools in their efforts to include visually impaired pupils

Who does the VI Service work with?

Children and young people 0-19 years in Wiltshire who have a visual impairment and meet The VI service criteria.

How is the VI Service accessed?

By referral to the Head of Service. The referral forms and referral criteria are available from the VI Service (contact details below) or from www.wiltshire.gov.uk.

Key Contacts:

Head of Visual Impairment Service
Salisbury LET
Wilton Rooms
The Hollows, Wilton
Salisbury
SP2 0JE
Tel: 01722 743117
Email: francesstimpson@wiltshire.gov.uk

3.15 YPSS (*Young Peoples Support Services*)

What does the YPSS offer?

The Young Peoples Support Service (YPSS) exists to promote the social and educational inclusion of the disaffected and vulnerable young people of Secondary School age in Wiltshire. This is in order to motivate and empower young people of all abilities and from all cultures, religious and ethnic backgrounds, to make successful choices in future education, employment or training, and to enhance their life opportunities.

There are four centre's located across Wiltshire, each has a centre manager and together they make up the YPSS.

The YPSS has the following specific objectives relating to students at Key Stage 3 and 4:

- To work in partnership with schools in identifying at an early stage and supporting young people who are at risk of exclusion, in order to prevent permanent exclusion.
- To provide support to school staff in the area of behaviour management.
- To work in partnership with schools in providing appropriate education to young people who have medical needs, and who for a temporary period are unable to access full-time schooling.
- To provide a full-time appropriate educational provision for pupils who are permanently excluded or who are on a fixed term exclusion of more than 15 days.
- To promote and support prompt, realistic and appropriate reintegration of permanently excluded pupils.
- To co-ordinate support and monitor KS4 alternative packages where it is clearly identified that reintegration into a mainstream or special school is not in the young person's interest.
- To co-ordinate, contribute to or provide specialist support for excluded young people or chronic non-attendees who are at risk of or who are offending, or who are at risk of family or placement breakdown.
- To work in partnership with parents and carers in order to ensure a holistic approach to working with vulnerable and disaffected young people within their family, school and community.

Online Learning

The Wiltshire Online Learning Section is a part of the Young People's Support Service (YPSS). It offers students 10 hours of tuition each week (5 taught sessions and 5 independent sessions). This breaks down to 4 hours of English, 4 hours of mathematics and 2 hours of Science. In the spring terms, it also offers an additional half hour independent session of Sex and Relationships education based on the Sense CD ROMs provided by the Teenage Pregnancy Co-ordinator. Referrals for online learning come from any of the Centre Managers of the four YPSS Centres or from Education Welfare Officers.

Who does the YPSS work with?

Wiltshire Secondary and Special Schools. Permanently excluded pupils, pupils with medical needs and pupils referred by schools.

How is the YPSS accessed?

Referral from schools or the Education Welfare Service.

Key Contacts:

Opening Hours: Monday to Friday 8:30am - 4:30pm

- *North*
The Bridge Centre
Chippenham
Wiltshire
SN15 2AA
Tel: 01249 461664
Email:
dinahwellenkamp@wiltshire.gov.uk
- *West*
Trinity Centre
Park Street
Trowbridge
Wiltshire
BA14 0AU
Tel: 01225 766853
Email: lincampbell@wiltshire.gov.uk
- *Kennet*
London Road Youth and Community
Centre
Estcourt Crescent
Devizes
SN10 1LR
Tel: 01380 730990
Email:
dinahwellenkamp@wiltshire.gov.uk
- *Salisbury*
The John Ivie Centre
Friary Lane
Salisbury
SP1 2HA
Tel: 01722 335178
Email:
[sharonbatchelor\(YPSS\)@wiltshire.gov.uk](mailto:sharonbatchelor(YPSS)@wiltshire.gov.uk)
- *Online Learning (Countywide)*
Tel: 07795 644493
Email: slatham@fsmail.net