

Behaviour Officer Policy and Protocols

This policy is designed to ensure that all referrals are taken in a professional manner and are dealt with consistently. It will also serve to ensure that statistical evidence will be available in order to record, monitor and evaluate the service in accordance with strategic planning requirements.

Aims

1. To ensure consistent and timely handling of referrals by the behaviour Officer
2. To provide continuity and efficiency of service for the client
3. To provide neutrality and impartiality to the client

Opening of Cases

Currently cases are accepted as a result of referrals from the Pupil Planning team, helpline calls to the Parent Partnership Service, development work and multi-agency practice.

Cases will be opened in order to empower parents and reduce their anxiety when going through exclusions procedures, and to provide them with impartial advice, guidance and information. The Parent Partnership Behaviour Officer will not act as an advocate for the parents. Cases will take the form of Stage 2 referrals when a pupil is permanently excluded and the parent chooses to lodge an appeal to Independent Appeal Panel.

A case will be opened on completion of form B/ex1 for parental referrals or form B/ex2 if referred by a professional. If the referral becomes Stage 2, a referral file will be kept and will consist of these forms together with form B/ex 3 Contact Information, form B/ex 4 Action Taken and B/ex 5 Case Closure.

All sections of the form B/ex 2 will be completed by the professional at the time of the initial referral. Failure to complete the form appropriately may result in an allocation delay. The referrer will be advised at the time of the call/meeting the time scales surrounding the allocation and subsequent action of the referral.

All referrals from professionals will be sent directly to the behaviour officer.

Allocation of Referrals

The Behaviour Officer can accept referrals where the parent/carer has requested support because their child has been excluded either permanently or for a fixed term.

The Behaviour Officer can provide support by:

- providing information on pupil and parent rights following a fixed term or permanent exclusion
- informing parents about school support strategies, sources of funding and avoiding exclusion
- ensuring parents understand procedures following exclusion
- ensuring parents are informed of their rights with regard to SEN and statements
- providing a volunteer for parents at appeals and governors hearings where appropriate (see separate IPS/volunteer policy)
- Empowering parents to exercise their rights
- Writing a CAF

The Behaviour Officer will endeavour to contact the parent/carer on the day of allocation in order to make an appointment if required.

It is the responsibility of the Behaviour Officer to keep case files up to date. All information and recordings will be documented on the Action Sheet B/ex4.

Volunteers

In the first instance volunteers are available at the parents request to attend Independent Appeal Panels. Volunteers will be contacted at the earliest opportunity to maximise the possibility of the parent having support at the appeal, and to enable the volunteer to meet with the family before the date of the meeting (usually ten to fifteen working days).

Governors hearings will be convened within 15 school days of a permanent exclusion and are often held at the earlier part of this. Due to these statutory time limits of the permanent exclusion process, it is not always possible to allocate a volunteer to support parents at the governors hearing.

For further information see the separate IPS/volunteer policy.

Case Closure

The case closure form B/ex 5 will be completed when a stage two referral is to be closed. All interested parties involved in the referral will be notified that

the case is to be closed. All sections of the form will be completed. For statemented, permanently excluded pupils, a case maybe reallocated to the appropriate PPS officer for continued support at the parents request.

Re-opening Cases

There will be instances when cases have to be re-opened. The referral procedure will start again, however consideration will be given to information and documentation previously recorded.

Evaluation

Monitoring and evaluation plays a crucial role in planning for service changes. During the course of Stage 1 referral the Behaviour Officer will ask the caller (parent/carer, school or other agency) some evaluation questions in order to assess the quality of the service they were offered. This will then be indicated by marking the relevant box's on the form. The impact of the service on the outcomes for children will also be recorded on the stage 1 referral form (B/ex1).

For Stage 2 referrals, a more detailed evaluation - B/ex 6 will be posted to the parent on the day of closure, along with a stamped addressed envelope so they can send it back. Other data is also collected from each referral form. Clients will not be identifiable from such data collected for evaluation purposes. Parents will be asked to complete an evaluation for their volunteer where applicable (VS6).

Storage of Case Notes

Education Leeds Data Protection Policy will be adhered to in the first instance. To ensure the service operates at 'arms length' case files will be stored by the Parent Partnership Behaviour Officer and confidentiality will be maintained. The files should not be shared by other departments within Education Leeds. The case notes will be filed in the appropriate cabinets. The filing cabinets will be locked at all times.

All referrals will be revisited and closed wherever possible every three months in line with requests for strategic evidence:

April – June

July – Sept

Oct – Dec

Jan - March