Treloar's

Parent and Carer's College Handbook



Welcome



Welcome to Treloar's,

At Treloar College we work with a wide variety of young people whose goals and aspirations are as individual as they are. We've designed our programmes not to confine them into narrow boundaries but to offer the building blocks of a bespoke path toward their goals.

Everything we do is holistic and centred around each student and their aspirations. Learning, therapy, care and support are woven together so all of our students can achieve and thrive. We are committed to providing an environment that fosters independence, agency and development for all our students. As our student progress towards their adult lives beyond college we champion student independence and choice. We recognise the importance of families in our students lives so with student permission we will work with you to ensure open collaboration and information sharing.

We look forward to working with your young person to help them achieve their goals.



Lisa Bond
Director of Education

About this pack

This Parent and Carer's Handbook provides essential information about our routines, expectations, and ways to support your young person. Whether you need guidance on attendance, college events, or curriculum insights, this handbook is designed to help.

What's the best thing about Treloar's...

"It is very hard to pick a best thing about Treloar's, but I think as a parent it is the knowledge that your young person is getting the best care and support possible and the opportunity to become the best person they can be." (Parent and carer's survey, Summer 2025)

"My daughter looks forward to going back to college and is very happy to be there – this is a great compliment to Treloar's and it makes us as parents very happy to see her enjoying her time with you."
(Parent and carer survey, Summer 2025)

"Having staff that genuinely care about your wellbeing and will give you support." (College student survey, 2025)

"The staff are amazing, I feel included in everything. I made lots of friends. I learn a lot, It's really fun." (College student survey, 2025)

"Leaders have ensured that students benefit from seamless integrated therapies and care so that they can access their education consistently without interruption. Leaders work tirelessly to provide high-quality resources and facilities, which make the curriculum accessible to all students." (Ofsted College inspection 2023)

"Staff plan the curriculum thoughtfully. They are ambitious for students, including those from disadvantaged backgrounds, to develop independence, self-advocacy and skills that will enable them to live full and purposeful adult lives."
(Ofsted College inspection 2023)

"My daughter ...is being seen for who she is and not a condition." (Parent and carer survey, summer 2024)



How to get in touch

We believe that strong communication between parents, carers and staff is vital to support your young person's education and well-being.

- Main Switchboard 01420 547400 (Mon-Fri 8.30 am – 5 pm)
- Out of Hours Duty Manager 07736 080220
- Safeguarding Manager 07825 262418
- Admissions office 01420 547747
- Reporting a student absence 01420 547402

College Leadership Team

Principal and CEO: Martin Ingram
Head of School and Director of Education: Lisa Bond
Deputy Head of College: Stephanie Gayle-Uche
Assistant Head of College: Hazel Wark
Head of Safeguarding Ben Baxter
Head of Residential Services: Helen Goodenough
Head of Healthcare and Nursing: Sally Nissen
Head of Admissions, Funding and Contracts: Emma Simmonds
Progress and Transition Team Manager: Maria Sherwood
Heads of Physiotherapy: Clare Bradford and Rebecca Clifford
Head of Occupational Therapy: Victoria Pitt
Head of Speech and Language Therapy: Sally Mosley
Head of Technology: Dre Johnson



Treloar's values and ethos

Our Mission

A world where physically disabled young people take control of their lives and achieve their aspirations.

Our Vision

To enable physically disabled young people to achieve their aspirations by:

- Providing personalised learning, therapy and care
- Supporting transition into adulthood
- Promoting independence and inclusion

Our Values



- **We are Inclusive:** Everyone – regardless of physical ability, where they live or their means – should have the opportunity to take part in life. We treat our beneficiaries with the same dignity as their non-disabled peers and work to remove barriers in their way.

  Our students and beneficiaries are always at the centre of everything we do. Before we make decisions, we ask, "How will our students and beneficiaries benefit from this?"

- **We act with Integrity and Respect:** Physically disabled young people should be free to direct their own lives. We listen to young people's views and support them to make age-appropriate choices about their daily life and informed choices about their future.

  We celebrate and promote diversity, value and support each other, and treat everyone with mutual respect. We support a culture of openness, honesty and transparency, where the safeguarding of our students and wellbeing of our staff is paramount.

- **We strive for Excellence:** Physically disabled young people and their families deserve outstanding care and support. We work to make sure all our services are excellent and actively challenge each other to ensure continuous quality improvement.

  We continually innovate to ensure that our beneficiaries receive the cutting-edge, excellent support they deserve.

College day

Start of college day: 9:00 am
Break: 10:30 am – 11:15 am
Lunch: 12:45 pm – 2:00 pm
End of college day: 4.00 pm

Arrival on site

Treloar's reception is in the Jowett Centre. On arrival all visitors, including parents and carers, must go directly to Reception and sign-in, where a visitor's badge will be issued. All visitors to the site will need to be escorted by a member of staff at all times, even if you are familiar with our site. Please do not use mobile phones in college learning environments. These procedures are in place to ensure the safety of our students and staff. Residential students will make arrangements with the residential house for weekly, termly or short stays.

Student ID badges

Students are issued with ID badges which allow independent access to the college buildings. Badges are issued to students when they arrive each morning and are handed back in at the end of the day.

Vehicle access and parking

Parents/carers must register their vehicle registration details to obtain access to the site via the security barrier, situated at the end of the drive. You can park in the visitor's car park and walk to the Jowett Centre reception where you will be able to drop off and collect your young person. The main car park is at the rear of the site and the Jowett Centre is signposted from there.

Transport arrangements

Local Authority transport

- You will need to liaise and apply directly to your LA for college transport. Please contact your Student Progress Coordinator (SPC) if you need support with this.
- If your young person receives LA transport, please provide us with the contact details for our records.



College day

Parent and carer transport

You can park in the visitor's car park and walk to the Jowett Centre reception where you will be able to collect your young person at 4.00 pm at the end of the day.

Please note that we have a lot of day students with different transport arrangements. We aim to ensure the process is as smooth and efficient as possible but there may be delays on some occasions.

Drop off and pick up times

Students can be dropped off by Local Authority transport or parents. Students with their families or transport escorts can wait under the shelter at the entrance to the Jowett Centre. Doors will be open from 8.50 am. In adverse weather please can we ask that students do not queue.

At 8:50 am staff will meet students and take them into college to sign in and get ready for the day.

Students will be brought back to the Jowett Centre at 4.00 pm where they will be met by parents or Local Authority transport company.

Emergency contact

Please ensure emergency contact details are updated regularly, our office team will send you requests annually please can we ask you complete this as soon as possible. Please always provide us with two emergency contacts. **It is vitally important that you notify us of any changes as soon as possible.**



What happens when...

Unexpected college closure

If the college needs to close at short notice (e.g. in the event of bad weather) we will inform all parents and carers and you will need to make arrangements to collect your young person immediately.

In the event of an emergency e.g., infectious disease outbreak or severe weather warning, Treloar's will instigate the following contingency plan for the effective removal of students and staff from the site as quickly as possible.

You will be contacted by text and email:

- within 3 hours of receiving the message you should notify us by telephone the proposed arrangements and time for your young person's departure from college

Please note, that due to the vulnerability of our students (and for some, the long distances involved in travelling) it is possible that Treloar's unexpected closure measures e.g. infectious disease or severe weather, will be put in place ahead of your local mainstream schools and colleges.



What happens if my young person is unwell?

Attendance / absence

Attendance is recorded for the morning and afternoon sessions. The information is available for the Department of Education (DFE) to view daily. Attendance data is also reported through your student's Annual Review and shared with the Local Authority at their request.

If your young person is not well enough to attend college, please contact the college office immediately via phone **(01420 547402)** or email **school.office@treloar.org.uk.**

Parents will be contacted if a student does not arrive at college and the college office has not been notified. Please note that even if you have liaised with another member of staff, you must still notify the office directly.

Medical appointments

Medical appointments should be made, where possible, in the college holidays. We are aware that sometimes this will not be possible. Please notify the college office of any upcoming appointments and provide the hospital letter. Your young person's multi-disciplinary team and Treloar's Health Centre will be notified.

Please let the Health Centre administration team know about any appointments, test results and consultant reports. Please send this to **HCAdmin@treloar.org.uk**

Returning to college after a period of illness

All students who have been absent and unwell for 7 days or more will require a reassessment before returning. Your young person's Student Progress Coordinator (SPC) will coordinate this. In some instances, this may simply be a telephone call home.

Since the education, therapy and care we provide is based on the initial assessment of a young person's needs, we need to know if things change. If we have advance warning, we can make amendments to individual care plans, staff training or arrange additional support. If we are not appropriately prepared, we sometimes have to delay students' return. We therefore ask that you alert us as soon as possible to any changes.

Your Student Progress Co-ordinator (SPC) needs to know if there has been:

- A need for an assessment in hospital or urgent care centre (even if not as an inpatient)
- An admission to hospital e.g., for illness or surgery
- Absence due to illness lasting more than 7 days

In these cases, we will need to re-assess your young person. This will be arranged as a priority at your convenience and may range from a simple phone call to an onsite MDT assessment. We are unable to accept a returning student unless this process has been followed; please be assured we agree the vast majority of students to return straight after the reassessment.

What happens if my young person is unwell?

In other instances, for example after surgery or a hospital admission, it may be necessary for you to attend an onsite reassessment with your young person and their multi-disciplinary team. It is expected that you will take your young person home after the reassessment. Your SPC will be in contact to advise of a return date.

The reassessment of your young person is to ensure we capture any change in needs that may impact on changes to daily care plans, medicine, training needs for staff, equipment changes, particularly where any of these result in an increase of staffing and /or funding.

After any hospital admission we require a discharge summary from the hospital in advance of reassessment. Please advise your young person's SPC as soon as you are aware of upcoming surgery.

Requests for exceptional leave of absence

It is expected that any holidays will be taken within the college holidays (please refer to term dates on website.) Please contact the Deputy Head of College if there are any extenuating exceptional circumstances where a holiday or time away from college cannot be taken within these times.

An absence request form must be completed when requesting any absence from college education core hours (Monday – Friday 9:00-16:00). This should be completed at least 14 days before the absence is due to begin.

Regular attendance at college is very important. We will always try to work flexibly for the benefit of our students and understand they have many appointments they are required to attend. However, other reasons for absence such as holidays or trips will be at the discretion of the Deputy Head of College.

We will seek the views of the student, their tutor and other professionals involved, as well as consulting their attendance record to ensure that over the course of the year students have as much access to learning as possible and are given the best opportunity to make progress during their time at Treloar's.

We may need to inform the local authority of any on-going absences.



Who will work with my young person?

Every student has an onsite multi-disciplinary team (MDT).

The MDT is coordinated by your student's allocated Student Progress Coordinator (SPC). As part of the MDT your young person will have a named **tutor, physiotherapist, occupational therapist, speech and language therapist, care lead, nurse and a student progress coordinator.**

This team will meet regularly to review your student's achievement and progress and ensure that they are reaching their maximum potential. Priority will be given to developing their communication skills, together with developing their personal independence and physical wellbeing. The wider MDT available as needed can also include **dietician, assistive technology technician** and **counsellors.**

The SPC will also be your main point of contact at Treloar's. They will support you and your young person through their journey at Treloar's with a particular focus on transition points i.e. towards employment or supported living. They will be the key contact for external agencies too, e.g. social services.

If your young person has a home care team

We will link in and share information with home care teams to ensure consistency and collaboration. The frequency of these will be arranged with your young person's tutor and student progress coordinator. Where requested we will invite home care practitioners / teams to attend the Annual Review of EHCP.



College Curriculum

We prepare all our students for their life beyond Treloar's by working with the individual's goals and aspirations to develop a bespoke programme that enables them to achieve their aims.

We have 4 comprehensive pathways which are then individualised. These pathways are designed to support a range of learners working from Pre-Entry Level to Level 3, enabling our students to fulfil a wide variety of aspirations including access to higher education, independent living, increased choices and employment.

- **Skills for Life**

This pathway is designed for students with highly complex physical, learning, and medical needs who are primarily working at Pre-Entry and Entry 1 levels. Based in small tutor groups, the curriculum emphasises a multi-disciplinary and integrated approach focused on developing fundamental communication, agency, and independence skills. Extensive multi-positional learning provides essential opportunities for maintaining and developing physical skills, posture, and mobility, while a wide range of therapeutic and educational opportunities allow students to consolidate and further develop their abilities. This comprehensive support is tailored for students who require significant assistance throughout their day, particularly those aspiring to transition into residential living.

- **Skills for Independence**

This pathway supports students working between Entry Level 1 and Entry Level 3, with a clear emphasis on embedding agency, developing advocacy skills, and increasing independence in daily living activities. Students aim to extend their learning and develop a core set of skills that prepare them for their future and adult life. While many do not initially aspire to employment, they are provided with opportunities to experience work-based learning both on-site and within the local community. Beyond vocational experiences, students actively engage in community life by participating in local events, day services, and volunteering opportunities to build their confidence and social integration.

- **Employability and Vocational**

This pathway is designed for students who aspire to work in the future, with "work" defined in its broadest sense to include full-time, part-time, self-employment, enterprise and volunteering. Typically working between Entry Level 3 and Level 2, students focus on developing key skills for employment and future independence. The Employability and Vocational pathway provides access to both internal and external work experience placements, alongside discrete and bespoke support for functional literacy and numeracy. Depending on their progression, some students may continue their studies through the HSDC Alton College partnership, while others may conclude their time at Treloar's within the supported internship programme.

- **HSDC Alton College Partnership**

The long-established partnership between Treloar College and HSDC Alton, our local general FE college, offers a unique opportunity for students to access mainstream education alongside their non-disabled peers. This provision ensures equity of access by allowing students to pursue Level 2 and Level 3 qualifications in a wide variety of subjects while having their specialist therapeutic and care needs met by the Treloar's team. Through this pathway, students develop the learning and independence skills necessary for higher education within an inclusive environment that supports both their academic ambitions and physical needs.

What does my young person need?

To support your young person's access to every opportunity across the college day, we require that your student has:

- Medicine (correct prescription label and in date) If your young person has a prescription for medicine, it is essential they are bought into college each day. Failure to do so may result in you needing to collect your young person. Residential students need a months' worth of medicines when starting. For day students, we request separate stock for storage here, so it doesn't have to go home every day.
- Communication equipment
- Medical devices: suction machine, cough assist, slings, transfer aids
- Shoes or boots to access their physiotherapy equipment
- Backpack to carry items between home and college
- Swimming costume and towel and continence swimwear
- Weather-dependent items: For colder weather: warm anorak or coat, blankets, gloves and hats. For warmer weather: hat and sun cream
- Care items and continence products



What does my young person need?

Equipment

Please ensure that all equipment is appropriately insured. Wheelchair users should have third party indemnity insurance.

Please find below information on some of the equipment that your young person may use and bring to college:

- Self-propelled manual wheelchairs must have anti-tip bars
- Lap belts must be worn when using manual and / or powered wheelchairs
- When using Treloar's transport, wheelchairs must be fitted with suitable headrests; either integral or the facility to fit a detachable one (to be supplied by parents / carers)
- Powered chair users must have access to a manual chair in case of breakdown or emergency evacuation
- Treloar's has a requirement to risk assess students to ensure that their wheelchairs are secured safely in Treloar's vehicles. Each student is assessed in college and the harness restraint points on their wheelchair are marked with stickers

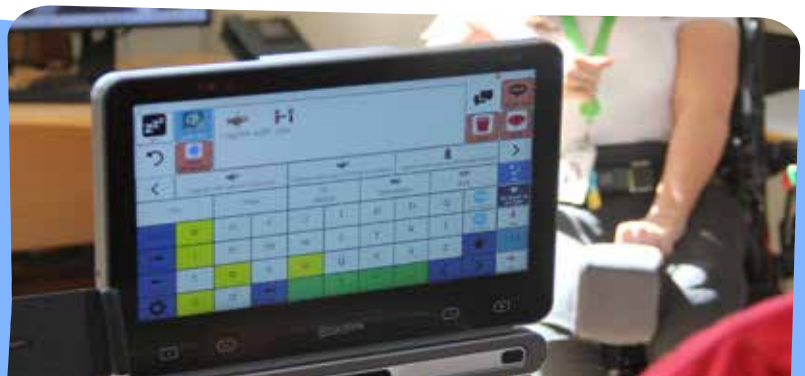
If your young person does not have a headrest of anti-tip bars, please contact your local Wheelchair Service. If you need any support, please contact the Treloar's Physio Team.

NHS provided wheelchairs

- NHS wheelchairs remain the responsibility of the wheelchair service
- Adaptations and repairs need to be carried out by the home Wheelchair Service
- These should be arranged by parents and carers wherever possible
- Some minor repairs may be able to be completed by our onsite Assistive Technology team. This must always be in conjunction with therapist and with Wheelchair Service's approval as appropriate

Privately purchased wheelchairs

- Adaptations, maintenance and repairs to privately purchased wheelchairs should be in liaison with the dealer that provided them
- The OT team have developed relationships with a few local suppliers who are able to support with repairs on site if this is easier for students and families
- Some repairs may be able to be completed by our onsite Assistive Technology Team; in conjunction with therapist and parents as appropriate



What does my young person need?

Trikes

- Your young person may be able to ride a trike at college as part of their physiotherapy programme
- Please liaise directly with your young person's physiotherapist
- All students using a trike at college need a well-fitted bicycle helmet

Footwear and orthotic equipment

- No onsite clinics for Orthotics at Treloar's
- Therapists will be happy to link in with your local orthotist as appropriate

Standing frames and walkers

- Please liaise directly with your young person's physiotherapist
- If your young person has been issued with these, and they are still appropriate, please send them into college



What does my young person need?

Communication equipment

Please ensure that your young person brings with them all communication equipment including:

- Low-tech e.g. Word / Symbol book
- High-tech, e.g. electronic communication device
- Wheelchair mount, floor or desk stand for for communication device
- Chargers, carry bags and other accessories
- Details of any passcodes, software licences and warranty information

The Speech and Language Therapy Department can provide support with day-to-day troubleshooting for issues with communication devices and will liaise with the suppliers to try to resolve more complex problems. We can organise for equipment to be sent away to the supplier for repair when necessary. If the cost of the repair is not covered by a Specialist AAC Hub or current equipment warranty, we may need to get agreement for funding first, for example from the Local Authority or privately from parents / carers or charity funding.

We have some communication equipment that can be used on a trial basis as part of an assessment of your young person's needs. This equipment does usually need to be shared between a number of students but provides an opportunity for trying out different options to find the most suitable system for your young person. We also work closely with Specialist AAC Assessment Hubs, such as the Ace Centre, to carry out joint assessments. We will then provide clear recommendations and support to identify funding.

Shower chairs / toileting equipment

We can usually provide the equipment that your young person will need. If you have any specialised or bespoke equipment, please bring it with you, especially for the first few weeks of a placement.

Switches

We can usually provide the equipment that your young person will need. If your young person uses switches for accessing their wheelchair, computer or communication equipment, please bring it with you, especially for the first few weeks of a placement.



How we will communicate

Newsletter
The Director of Education will send out a half termly newsletter capturing the events and any specific news and key dates for the following half term.

Online
Our Instagram and Facebook are key places to stay up to date with events and celebrations. Our website offers further detail of who we are and what we do. It is also where parents / carers will find further detail about curriculum and pathways.

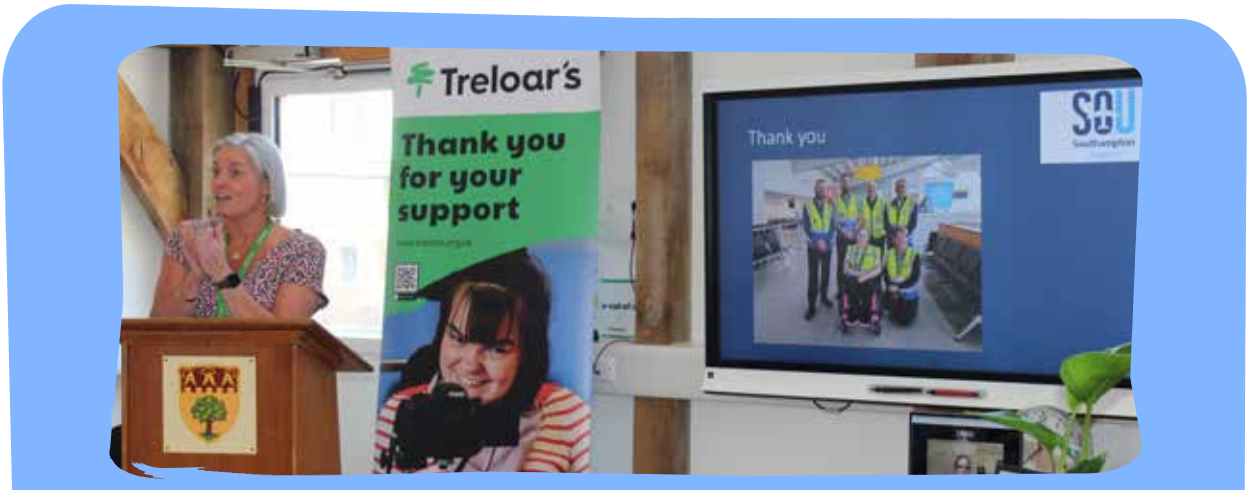
Parent Portal
Our parent portal gives you the opportunity to view your young person's current progress against both their education and therapeutic targets. On the portal you are able to see the targets for the term and annotations from the team as to how they are developing their skills in this area. As well as these you are able to view previous targets and evidence as well as their timetable.

Parents and carer's days
Termly parent and carer days in which families can choose either face to face or virtual appointments to meet your young person's tutor and the members of the MDT.

Annual Reviews
A 12 monthly review of your young person's EHCP. Internal and external stakeholders are invited. It is an opportunity to review progress towards outcomes and propose new outcomes, to celebrate what has been achieved and be clear on next steps. Your young person has a key voice in this capturing their progress and any changes or support they feel they need. As your young person becomes more confident in developing their advocacy skills they will be encouraged to co-chair this meeting.

Curriculum programmes
You will have access, via our parent portal, to all of your young person's targets, work and current study. Classes will keep you regularly updated with activities and notices across the term.

Events
Treloar's hosts many events throughout the year that parents and wider family members are welcome to attend. Keep an eye out for the newsletter and emails for updates within the term.



Parental engagement

Concerns and complaints

Sometimes we get things wrong. If you, or a student, feel this is the case please let any member of staff know, and explain what would help resolve the concern.

If you have a significant concern or are unhappy with our response to any concern then you are able to make a complaint. Again, please let any staff member know and we will support you to submit this in writing for review by our Head of Safeguarding. Again, please let us know what outcome you feel would help resolve this.

Compliments

While sometimes we get things wrong we hope you will also see the amazing work that we do day-to-day!

If you see something that you think is amazing, please let us know and we will try to do more of it! Compliments are really important to us because they help us understand what means a lot to students and families.

Safeguarding

We take the welfare of our students very seriously. The Head of Safeguarding ensures that all staff are trained and able to respond to any concerns: these concerns may be related to a student's home life, bullying by other students or the care provided by a member of staff. Our comprehensive policies and guidance explain how people should respond whenever a student needs safeguarding.

We have a strict policy of openness and zero tolerance over abuse and neglect, so when problems arise, we may need to report concerns to Hampshire County Council (our lead Authority) or Ofsted. We will always speak to parents and carers about the concerns whenever possible.

Meals and snacks

All meals are provided by Treloar's, catering for a range of textures and specific dietary requirements. Only food produced by our kitchens can be consumed in the dining rooms. Any additional snack items sent in must be in sealed, commercially prepared packaging with ingredients and allergens clearly listed. Requests outside of these policies must be discussed with the dietitian at the time of assessment and, if agreed, parameters / risk assessment documented prior to being sent in.



Parental engagement

Filming and photography

Treloar's collects, stores and uses photographs for marketing purposes, including reports, recruitment and fundraising appeals. This may include email, printed publications, digital materials (social media and website); and display materials (posters and banners).

Photographs and films which contain staff or students are defined as personal information under GDPR, and we require your consent for these purposes.

We will only use photographs and films where it is necessary for the benefit and promotion of Treloar's. Occasionally, we may allow these photographs and films to be used by our supporters in connection with work they do with us.

You will be sent a consent form to complete when your young person starts at Treloar's. You can opt out of media consent and change your mind at any time by contacting the school office.

As part of our commitment to safeguarding students, visitors to Treloar's are not permitted to take photographs or film on the school or college campus.

Key policies

All key policies can be found our website: www.treloar.org.uk/key-policies.

