Treloar's

Parent and Carer's School Handbook



Welcome



Lisa Bond
Head of School and Director of Education

Welcome to Treloar's,

At Treloar's, we believe in the power of education. Our student-centred, holistic approach integrates on-site learning, residential care, pastoral support, therapy, and healthcare, ensuring a well-rounded experience tailored to each child's unique needs.

Each student receives a curriculum that is right, relevant and purposeful, tailored to their unique needs and starting point. Our focus extends beyond the academic to include the development of resilience, determination, self-advocacy, and independence as students prepare for the next stage in their lives.

Treloar's success is built on collaboration and teamwork and not accepting commonly recognised limitations and barriers. We value strong partnerships between school and home and encourage you to connect with us through parent-teacher meetings, events or the parent portal. Together, we can ensure that Treloar's remains a place where children with physical disabilities flourish and succeed.

About this pack

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

What others say about the school...

"Students are empowered by staff to understand that their views are important and that they can effect change. "
(Ofsted residential, February 2024)

"Treloar's is a network of expertise and support that we never take for granted and which gives X a wide range of opportunities for growth and development." (Parent and carer's survey, summer 2024)

"This is a school with great purpose and endless compassion."
(Ofsted School Education Inspection Feb 24)

"The celebration of individual uniqueness, strong planning and a culture of high aspirations mean that students and their families have life-changing experiences."
(Ofsted residential Dec 2023)

"At Treloar's everyone strives to be inclusive, acts with integrity and respect, and strives for excellence."
(Challenge Partner review June 2024)

"Leaders and managers recognise the importance of staff well-being. Feeling valued and respected enables staff to support students to achieve the best outcomes possible."
(Ofsted residential February 2024)

"Fabulous staff that support the students to maximise their[student's] potential."
(Parent and carer's survey, summer 2024)

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



How to get in touch

We believe that strong communication between parents, carers and staff at Treloar's is vital to support your child'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

Senior Management Team

Principal and CEO: Martin Ingram
Head of School and Director of Education: Lisa Bond
Head of Safeguarding Ben Baxter
Head of Quality: Jo Cox
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.

School day

Arrival: 8:50 am – 9:00 am
Break: 10:30 am – 11:15 am
Lunch: 12:30 pm – 2:00 pm
End of day: Primary: 3:30 pm Secondary: 4.00 pm Friday afternoon: 3.30 pm for Primary and Secondary

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 school learning environments. These procedures are in place to ensure the safety of our students and staff.

Student ID badges

Students are issued with ID badges which allow independent access to the school and 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 child. 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 school transport. Please contact your Student Progress Coordinator (SPC) if you need support with this.
- If your child receives LA transport, please provide us with the contact details for our records.



School 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 child at 3.30 pm for Primary and 4.00 pm for Secondary.

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 school to sign in and get ready for the school day.

Students will be brought back to the Jowett Centre at 3.30 pm for Primary and 4.00 pm for Secondary where they will be handed over to parents or LA transport company.

Emergency contact

Please ensure emergency contact details are updated regularly, our admin 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 school closure

If the school 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 child 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 child's departure from school

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 child 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 child's Annual Review and shared with the Local Authority at their request.

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

Parents will be contacted if a student does not arrive to school and the School 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 school holidays. We are aware that sometimes this will not be possible. Please notify the School Office of any upcoming appointments and provide the hospital letter. Your child'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 school 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 child'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 child 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 child and their multi-disciplinary team. It is expected that you will take your child home after the reassessment. Your SPC will be in contact to advise of a return date.

The reassessment of your child 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 child's SPC as soon as you are aware of upcoming surgery.

Exceptional leave of absence

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



Who will work with my child?

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

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

This team will meet regularly to review your child'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 well-being. 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 child through their journey at Treloar's with a particular focus on transition points i.e. primary to secondary transfer. They will be the key contact for external agencies too, e.g. social services.

In Primary we have a team of specialists (**Primary Care Leads**) that support your child's pastoral needs focussing on care, nutrition and medical needs during the school day. This team work as part of your child's MDT and work closely with the health centre and education department to implement systems of support to enable your child's education. This team is set up similarly to the care teams on residential houses that will take over this role as your child moves into secondary.

If your child 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 child's class teacher and student progress coordinator. Where requested we will invite home care practitioners / teams to attend the Annual Review of EHCP.



School Curriculum

All students in Year R to Year 13 have an Education, Health and Care Plans (EHCP). We support young people with a wide range of **physical conditions**, including those with associated sensory or cognitive difficulties. Over 60% of students require support from augmentative and alternative communication equipment.

Individualised curriculum pathways are built upon each student's fundamental needs addressed in their EHCP. At Treloar's, we have the **flexibility** to continually review and evolve. This is achieved by:

- Keeping a shared vision to improve students' lives, develop their communication and independence, their love of learning and ability to achieve great things
- Understanding the students to set the right targets and personalise their curriculum and experiences to meet their needs
- Continuous collaboration with parents and carers sharing knowledge, strategies and providing support and consistency
- Ensuring students' views and feelings are actively and routinely sought, including those who do not communicate verbally
- Keeping enjoyment and fun at the heart of school life and inspiring everyone to want to learn and improve

The **breadth** of the curriculum supports the longevity of student's placement at Treloar's and is **coherently planned and sequenced** from topic based learning in Primary to Enterprise in 6th Form.

While the national curriculum is the basis of how we sequence the development of knowledge and skills, **each student receives a bespoke curriculum offer.** This includes 'Real-World Learning' embedded within topics and projects, promoting a balance between new experiences, increased student choice and exposure to a wide range of opportunities which hold value for '**Life Beyond Treloar's**'.

Student's views contribute to the running and improvement of the school. This was accredited as an area of Excellence during the Challenge Partner Review in March 2023. **Students continually contribute** to the direction of their curriculum, communicating their interests and ideas for future experiences.



What does my child need?

Student uniform

The comfort of our students is our priority, and this is also necessary to ensure they are ready to learn. For some students clothing can be uncomfortable with scratchy seams and labels or tight waistbands. We have a flexible uniform in which parents can adapt clothing items to meet their child's needs.

The school uniform is:

- Dark green sweatshirt (V-neck or crew neck) with optional school logo OR dark green cardigan with optional school logo
- White short sleeved polo shirt / t-shirt (school logo optional)
- Black trousers / tracksuit bottoms / skirt

Treloar's uniform can be purchased online from Skoolkit via www.skoolkit.co.uk or telephone 02380 651278.

To support your child to access every opportunity across the school day we also require that your child has:

- Medicine (correct prescription label and in date) If your child has a prescription for medicine it is essential they are bought into school each day. Failure to do so may result in you needing to collect your child. 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.
- Home school / book
- Communication equipment
- Medical devices: suction machine, cough assist, sling, transfer aid
- Shoes or boots to access their physiotherapy equipment
- Backpack to carry items between home and school
- 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
- A minimum of one set of spare clothes



What does my child 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 child may use and bring to school:

- 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 school and the harness restraint points on their wheelchair are marked with stickers

If your child 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 child need?

Trikes

- Your child may be able to ride a Trike at school as part of their physiotherapy programme
- Please liaise directly with your child's physiotherapist
- All students using a Trike at school 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 child's physiotherapist
- If your child has been issued with these, and they are still appropriate, please send them into school



What does my child need?

Communication equipment

Please ensure that your child 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 child'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 child. 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 child 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 child will need. If your child 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

Home / School book
All students will have a home / schoolbook, to exchange general information between school and home.

Group parent call
You will be invited to termly virtual meetings by your class teacher alongside parents from your child's class to give you an update the terms events.

Newsletter
The Head of School 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 and carers will find further detail about curriculum and pathways.

Parent Portal
Our Parent Portal gives you the opportunity to view your child'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 child's teacher and the members of the MDT.

Annual Reviews
A 12 monthly review of your child'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 child has a key voice in this capturing their progress and any changes or support they feel they need. As your child becomes more confident in developing their advocacy skills they will be encouraged to co-chair this meeting.

Curriculum programmes
You and your child will receive a termly programme of study capturing the learning focus and why these are key priorities for your child right now. This builds upon the previous term and also captures your child's voice in what they are looking forward to developing this term.

The above supports parents' awareness of where their child is working rather than receiving an additional annual report, that will repeat everything captured in these reporting areas. This allows time for teachers to focus on transition and preparing both them and future staff for any transition or changes that might occur in the following year.

Parental engagement

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.

Treloar's Parent Association (TPA)

The TPA is not a voted Committee, but a Steering Group of parent volunteers who oversee. Membership is automatic to all parents / carers of current Treloar School and College students.

The role of the Steering Group is to:

- Support prospective, new and existing parents through the development of a peer support network
- Provide one of the pathways for communication between parents and carers and the Senior Management Team at Treloar's
- Act as Treloar's ambassadors both internally and externally when required
- Support Treloar's students through modest fundraising for their Residential House Christmas Party

The TPA welcomes all parents and carers to their coffee mornings; every first Monday morning of each month in the Jowett Centre from 9 am. This is a chance to meet other parents and share experiences.

We are usually also present at other school and college events, so please do take the opportunity to have a chat.

The success of the TPA relies on involvement and we welcome comments, ideas, concerns and proposals from parents / carers at any time. The Committee can be contacted via parents@treloar.org.uk or by leaving a message for the Chair of the TPA at the Jowett Centre Reception.



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 child 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 child 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.

