Oldham Specialist Support Service Request form & Agreement

(QEST ONLY)

Oldham Specialist Support Service (previously ACNS) continues to undergo review regarding future trading and service delivery models.

In the interim, from September 2023, until further notice, the QEST service delivery will be a hybrid model as follows:

1. A core ‘free at the point of delivery’ offer has been developed, which ensures a consistent means of access to the service and also allows new ways of working to be further trialled. This is detailed in the offer overview (appendix A).
2. There will remain aspects of the services which incur a charge
	1. The full list of chargeable work can be found in Appendix A with associated costs.
	2. All chargeable work must be requested through this request form.
	3. Training costs will be stated up front for pre-planned centrally available training.
	4. Bespoke ‘in setting’ training costs will be negotiated and subject to a separate agreement and will follow the services training policy.
	5. Case work is charged at a daily rate, with a minimum of half a day cost.
	6. Case work is estimated at no more than 1 day, except where prior agreement is sought.
	7. Completion of the request form below will indicate agreement to work being charged and the conditions outlined here.
	8. Invoices will be sent termly for completed work

**It is the responsibility of the individual completing the form to ensure that appropriate approval has been sought from senior leadership and business managers prior to signing**.

1. Working Arrangements
	1. The SENCo will be the initial point of contact unless otherwise stated.
	2. The school / academy will need to arrange any requested meetings, as agreed in advance following negotiation.
	3. In relation to non-statutory work the school / academy will ensure that informed, recent, signed consent from parents / carers has been obtained **prior** to any QEST involvement.
	4. The school / academy will make appropriate records and documents available for QEST on request.
	5. Written feedback will be provided as agreed and copies sent to the SENCo for circulation to parents / carers and others as appropriate. Written feedback is not an automatic outcome of case work involvement and should be negotiated with the AT
	6. Case work activities will be determined by the AT in discussion with the setting.
	7. Work requested via this form (chargeable) is subject to capacity, ATs are unlikely to take up more than one piece of work per setting at a time, except where agreed as an exception
	8. Settings are advised to make requests in a manner consistent with this, ensuring appropriate prioritisation of work
	9. Settings will ensure they have utilised the wide range of service officers prior to requesting work, e.g. SEND and Inclusion Hub

QEST are required to adhere to the Teacher’s Standards. (Please contact us if you require a copy of these guidelines).

Should there be any concerns, both parties in this agreement are encouraged in the first instance to discuss these with the person concerned. If this does not resolve the situation, where these relate to our services, the school / academy can raise these concerns or complaints with the relevant Team Leader who will adhere to the Oldham Council corporate complaints procedure.

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| --- |
| School/setting name: |
| Person making the request:Role:Signed:Date: |
| Approval given from appropriate senior leader/business manager within the settingYES/NO (please select)NameSigned:Date: |
| Date of Request: |
| Consent form attachedYES/NO (please select) |

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| --- | --- | --- |
| Work type requested(please tick one) | Training/workforce development |  |
| Case work (no previous involvement/no involvement in last 12 months) |  |
| Case work (specialist services involvement in last 12 months) |  |
| EHCP maintenance work (please specify), including attendance at an Annual Review |  |
| Other (please specify) |  |
| Outline of reason for request*In addition to current support what are the outstanding concerns?* |  |
| Have you consulted the Graduated Response toolkit and/or Inclusion Framework? | YES / NO |
| Have you consulted with any external professionals?*Please state who/ what support has been provided (where case work)[[1]](#footnote-1)* |  |
| Identified primary area of need (where case work) |  |
| What previous training you have had in this area (where a training request) |  |

Please attach any current SEND support plans or equivalent

**Please return to** **osssenquiries@oldham.gov.uk**

**Appendix A – QEST offer and rates**

**Core Offer -** Free at the point of delivery

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| --- |
| * SEND Surgeries
* HQT Training offer
* SENCo DD/forums
* SEND moderation
* Pupil Intervention Project (PIP)
* SEND Reviews
* Attendance at SEND & Inclusion Hub
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**On Request offer** - chargeable

|  |  |
| --- | --- |
| **Pre-paid**will be advertised and booked centrally and paid for in advance or invoiced | * SENCo induction
* SEND Conferences
* ECT training
* Central training
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| **PAYG (pay as you go)**please complete the request form | * Case work
* Individual school access arrangement advice
* Bespoke training
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**Rates**

Rates will be charged at **£450 per day** (6 hours) when applied to case work

All training rates will be agreed individually and a separate training booking form will be completed once agreed.

1. A SEND support plan or equivalent can be attached [↑](#footnote-ref-1)