



**INCLUSION AND WELLBEING SERVICE (CENTRALLY BASED SERVICES)
EDUCATION SERVICES
(2018/2019)**

SERVICE DELIVERY STANDARDS

1. INTRODUCTION

The Inclusion and Wellbeing Service works in partnership with schools, the Educational Psychology Service, the Quality Improvement Team and multi-agency partners to deliver education services and contribute to the overall aims of the council in relation to the educational attainment, achievement and health and wellbeing outcomes for West Lothian's children and young people.

More specifically, the Inclusion and Wellbeing Service supports schools in improving the delivery of education provision, learning experiences and opportunities for children and young people with additional support needs across the curriculum in every educational context and setting, enabling all pupils to achieve at their highest potential. Collaborative planning with multi-agency partners is a key focus throughout the service's strategic and operational activities with the Getting It Right for Every Child (GIRFEC) agenda underpinning all partnership working.

The Inclusion and Wellbeing Service has two strands: school based and centrally based staff teams. The service standards described in this document relate to the service delivery of centrally based team located at:

West Lothian Civic Centre
Howden South Road
Livingston
West Lothian
EH54 6FF

2. VISION STATEMENT

The Inclusion and Wellbeing Service's vision is the achievement of long term sustainable quality educational provision for all West Lothian's children and young people which is sufficiently inclusive to remove barriers to participation, learning and achievement, and to promote equality. This is achieved by:

- ◆ Placing the needs of children and young people at the centre of service delivery
- ◆ Identifying and addressing barriers to participation, learning and achievement
- ◆ Working collaboratively with partners
- ◆ Building capacity at individual and systemic levels, and
- ◆ Operating within a context of continuous improvement

3. PRINCIPLES OF SERVICE DELIVERY

Working within the Getting It Right for Every Child (GIRFEC) framework, West Lothian's Continuum of Support, relevant national legislation and local policy and guidance, the Inclusion and Wellbeing Service is an important part of the holistic assessment and school administrative support framework in place for all children and young people, their families and all schools in West Lothian.

The Service also works within national legislation, guidance and frameworks such as Additional Support for Learning, the Curriculum for Excellence, Looked After Children and Young People, the Scottish Attainment Challenge and the Pupil Equity Fund. The Inclusion and Wellbeing Service is a key partner in the Education Services' Moving Forward in Learning framework thus contributing to the Authority and national priorities as outlined in the National Improvement Framework.

The Service's Management Plan is revised annually and is linked directly to both local and national priorities. Collaboration with partners is integral to achieving maximum success for children and young people. The Service therefore works collaboratively with our partners who include: other council services, parents, children and young people, NHS Lothian (Community Child Health, Child and Adolescent Mental Health (CAMHS) and Allied Health Services, Police Scotland, Education Scotland including HMI, SEEMIS (Information Management System), Common Ground Mediation (Education Services' independent mediation organisation), Schoolhouse (Home Education Representative's Group), Scottish Autism and National Deaf Children's Society.

The sharing of information in relation to the work of the Service with our partner agencies for the benefit of children/young people is undertaken in partnership with parents/carers and in line with Scottish Government guidance on Information Sharing. In circumstances where there are Child Protection concerns, the council guidance in this area is followed.

The Inclusion and Wellbeing Service seeks to ensure that all its activity is evaluated for the direct impact that it has on the lives of children and young people.

The Inclusion and Wellbeing Services has strong values and a clear set of outcomes that ensure the "customer" is at the heart of all activity. All staff endeavour to deliver a high quality, accessible and responsive service that meets customers' needs. The Inclusion and Wellbeing Service Standards for customer service are outlined below and are based on the generic aims of:

- ◆ Delivering a high quality service
- ◆ Delivering the service within an appropriate timescale
- ◆ Providing accurate, comprehensive information
- ◆ Keeping customers informed of the progress of their enquiry/request
- ◆ Ensuring staff are professional and knowledgeable
- ◆ Ensuring staff are polite and friendly; and
- ◆ Treating all customers fairly

4. RANGE OF SERVICE DELIVERY

The range of service delivery of the Inclusion and Wellbeing centrally based staff relates to the following activity areas as highlighted in the Service's Management Plan 2018/2019:

- ◆ Ensuring long term sustainability of specialist provision (in line with Corporate Plan Priority 1)
- ◆ Supporting the child's planning process in the allocation of specialist provision to appropriately identified need (in line with Corporate Plan Priority 1)
- ◆ Working collaboratively with key partners to develop and enhance our support for and to increase the attainment of our Care Experienced children and young people as part of the Corporate Parenting Strategy (and in line with Corporate Plan Priority 2)
- ◆ Working with the Educational Psychology Service and multi-agency partners on the embedding of child's planning and staff development frameworks to support pupils who require additionality to maximise their learning (in line with Corporate Plan Priority 1, 2, 5 and 6)

- ◆ Supporting the Quality Improvement Team in the administration of schools' senior management recruitment process and student placements (in line with Corporate Plan Priority 1)
- ◆ Supporting schools, children/young people and families through policy development and support in the areas of, Positive Relationships; Management of Health Care Needs in Schools; Attendance at School; Home Education; and Coordinated Support Plans (in line with Corporate Plan Priority 1, 2, 5, 6 and 7).

Service Activity

1. Facilitation of HMI Process
2. Administration of Recruitment of School Senior Management Team
3. Student Placements
4. Administration of VSE Process
5. Administration of EQAC Process
6. Advice and support on Looked After Children Policy implementation
7. Advice and support on Healthcare and Management of Medication in Schools Policy implementation
8. Advice and support on Coordinated Support Plan Policy implementation
9. Advice and support on SEEMIS Wellbeing Application implementation
10. Advice and support on Education Services aspect of the council's Refugee settlement process
11. Advice and support on Attendance in School Policy implementation and facilitation of Authority Attendance Group
12. Advice on, administrative support of and officer responsibility in implementation of Home Education Policy
13. Advice on, administrative support of and officer responsibility in implementation of Statutory Consultation procedures
14. Advice on, administrative support of and officer responsibility in implementation of Independent Mediation for families with children with Additional Support Needs
15. Service's representation at Additional Support Needs Tribunals (Scotland)
16. Advice and support in the development of the Continuum of Support
17. Facilitation of Allied Health Professionals Service Level Agreement on Access to Schools
18. Facilitation of Assessment and Transition Group
19. Facilitation of Pre-Nursery Planning Group
20. Facilitation of Education Placement Group
21. Facilitation of Senior Officer Review Group
22. Facilitation of support for West Lothian pupils educated outwith West Lothian
23. Administrative support for the Inclusion and Wellbeing Manager and Quality Improvement Team

5. INCLUSION AND WELLBEING SERVICE (CENTRAL SERVICES) STANDARDS OF SERVICE DELIVERY

Our Service Standards set out what our customers should expect from the range of service delivery outlined in section 4 above.

- ◆ We will treat our customers with dignity, respect and courtesy
- ◆ We will ensure that all enquiries are greeted with a helpful, friendly approach
- ◆ We will assess all enquiries and provide accurate and impartial advice regarding the customers' options
- ◆ We will respond to telephone messages, written or email correspondence within 5 working days
- ◆ We will clearly advise customers of what will happen at the next stage of their enquiry and any action to be taken by both the Service and the Customer

- ◆ If we are unable to get in touch with customers following their enquiry, we will make 3 contact attempts before closing the enquiry
- ◆ We will ensure all administrative procedures within the range of centrally based service (as outlined in section 4 above) will be carried out without any undue delay.

6. SERVICE DEVELOPMENT THROUGH SELF-EVALUATION / PERFORMANCE MANAGEMENT

In line with the West Lothian Council Improvement Strategy, the Inclusion and Wellbeing Service operates within a context of continuous improvement. As part of this, the central based staff operate a robust self-evaluation process whereby the views of key stakeholders are gathered and considered on a regular basis. The information collected is analysed using the HGIOS 4 self-evaluation high-level questions: What have we done?; How do we know?; What will we do next?

Information gathered from these sources is then used to plan the way in which the service is delivered as part of our ongoing improvement planning cycle. Our self-evaluation data is incorporated into the West Lothian Assessment Model (WLAM) performance management process and is reviewed regularly. The Service has agreed annual targets for performance as determined within the Pentana/WLAM system.

The Inclusion and Wellbeing Service operates within an ethos of continuing professionals development for individual members of the team. All staff members have an annual review of their professional performance in line with the council wide scheme. This process is linked to the annual Service Management Plan so that individual and service priorities can be aligned.

All staff members have regular Line Management meetings with the Inclusion and Wellbeing Manager in order to provide appropriate support and challenge.