**Protocol for the Torbay Advisory and Support Service - ICT School Outreach Service with Schools**

The Torbay Advisory and Support Service – ICT Outreach Service based at the West of England School & College in Exeter has been developed to support the inclusion of pupils with Statements of SEN or Education, Health and Care Plans (EHCPs), who have difficulty accessing the written aspects of the school curriculum and fine motor competences. The operational definitions of cognition and learning needs are based on definitions contained within the Special Educational Needs and Disability Code of Practice: 0 to 25 years (PARAs 6.30 & 6.31) and/or in relevant Torbay policy documents.

The Torbay Advisory and Support Service – ICT will provide outreach support to mainstream and special schools and provisions for pupils with a Statement or EHCP either directly to named individuals or to the school.

* Referrals can be made by schools using the Torbay ICT Support Service referral form (COR1). A completed parental consent form (COR2) should also be included. In addition, the following papers should be sent with the referral if applicable:
  + a copy of the most recent Statement or EHCP
  + the most recent Annual Review
  + any other reports e.g. EP, medical (e.g. OT)

These should be sent to Special Needs Section, Tor Hill House, 4th Floor South, c/o Torquay Town Hall, Castle Circus, Torquay, TQ1 3DR. Email: [ehcp@torbay.gov.uk](mailto:ehcp@torbay.gov.uk). Copies of the relevant forms have been circulated to all schools in Torbay and can be found on the Torbay website ([www.torbay.gov.uk/sen](http://www.torbay.gov.uk/sen)) under the topic ‘Outreach Services’

* + The Torbay Advisory and Support Service - ICT will respond to any referral by directly contacting the school
* An initial visit will be arranged to clarify the reasons for the referral and to meet the individual[s] involved
* The referring school will be expected to provide time for the referrer to meet with the Advisory Teacher for approximately one hour
* If the referral is about an individual pupil a visit to them in his or her class setting for a period of observation will be arranged
* Following the visit the school can expect written feedback within 2 weeks which may include suggestions for intervention, strategies and support for the pupil’s learning in school
* The Advisory and Support Service – ICT will expect that the school will confirm dates and consider and implement strategies suggested
* In the event that the school feels unable to follow any of the recommendations they must contact [ehcp@torbay.gov.uk](mailto:ehcp@torbay.gov.uk) to discuss relevant issues
* If the Advisory and Support Service – ICT is at capacity at the time of referral the school will be informed of the waiting time
* The Advisory and Support Service – ICT reserves the right to decide that support may not be possible or appropriate [in extreme circumstances only]
* A highly professional approach and the expectation of confidentiality will be upheld at all times

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