TLG Bradford
Information for Parents & Carers
2018-2019

TLG Bradford Central
86 Captain Street
Bradford
BD1 4EL

Email: tlbradford@tlg.org.uk
Tel: 01274 737862
07985 114266
Website: www.tlgbadford.org.uk

Head Teacher: Andy Moughtin
About TLG Bradford Central (including our Ethos)

TLG Bradford is run as a partnership between TLG The Education Charity and The Light Church. We seek to offer support, care and compassion to all we work with - a reflection of our underpinning Christian values and practise. We do this through offering our students ways of progressing and achieving that are unique to each individual, within relationships that provide intensive and meaningful support.

The TLG Centre is registered as an Independent School with the Department for Education and undergoes regular inspections by OFSTED. In March 2016, OFSTED reported that:

- Pupils, who join the school with social emotional and mental health difficulties, make good progress in developing self-esteem and self-confidence. This leads to improved behaviour for learning and good academic progress.
- Teaching and learning, supported by the school’s own assessment framework, enable pupils to make good progress in academic and personal development.
- Pupils who typically had poor attendance, poor motivation and engaged in low-level disruption in the classroom are showing significant improvement in their behaviour for learning.

You can access the full report on our website.

Our Aim

To tackle the issues that underpin behavioural difficulties and to develop learning skills, leading to qualifications and reintegaration into schools, further education or employment.

We achieve this through a variety of approaches:

- At the start of a placement, each young person is assessed to identify areas for development.
- Lessons are then differentiated to each student’s level.
- Our staff to pupil ratio of 1:4 means that we are able to provide high levels of support to learners.
- Each young person works with staff to build an educational programme unique to their needs.
- Group and 1:1 sessions with experienced staff allow students to recognise successes and work carefully to academic and behavioural targets for improvement.
- We work closely alongside schools, local authorities and other supporting agencies to help bring about transformation.

Admission to TLG (including discipline and exclusion)

Admission tends to be by referral from a supporting organisation, such as a school. Acceptance onto a programme is conditional upon a successful interview with the young person, parent/carer, and a representative from the referrer. At this interview, the young person is asked to consider and agree with the terms and conditions of TLG, by signing a student contract. At this interview, TLG staff will explain how breaking these terms and conditions will lead to negative consequences during a school day, such as the removal of break time privileges, isolation or detention. On rare occasions, TLG may exclude a young person for a fixed term or from the current programme. If you would like to read our policies on Admissions & Exclusions and Behaviour (including sanctions adopted in the event of pupils misbehaving), please please see our website or ask any member of staff.
Our Example Timetable

Centre opens for Breakfast
8:30am  School day begins with My Day: Reflections and Breakfast
8:45am  Lesson 1
9:25am  Lesson 2
10:10am Morning Break
10:30am Lesson 3
11:10am Lesson 4
11:50am Lunch Break
12:30pm Lesson 5
13:10pm Afternoon Break
13:30pm Lesson 6
14:15pm My Day: Reflections
14:30pm School day finishes

Lunches are free for those on Free School Meals. TLG offers a Meal Deal (Choice of sandwiches and a packet of crisps and a piece of fruit for dessert) for £2.50. Young people are also welcome to bring their own healthy packed lunches. Water and squash are available in each break.

Our Curriculum

The curriculum at TLG gives students the opportunity to study a broad range of subject areas including English, Maths, ICT, Science, Technology, Humanities (e.g. RE, History, Geography), PSHCE, Creative (e.g. Art, Music, Drama), and Sport. In addition, students will work on developing positive behaviour for learning that will support them to re-join mainstream education, training or employment. Some of these subjects will be taught within ‘projects’ so not all will appear on the timetable as discrete subjects. Students will be given the opportunity to gain recognised qualifications e.g. Functional Skills and other appropriate qualifications. If you would like to read our Curriculum Policy, please see our website or ask any member of staff.

Special Educational Needs

At TLG we regularly work with young people who have special educational or social and emotional needs, including those for whom English is an additional language. Our small groups and high staff-student ratios mean that we can personalise the curriculum and level of support needed to each learner, allowing them
**Presentation Ceremony**

Throughout the academic year, there will be Presentation Ceremonies where learners are awarded certificates for completing their TLG programme, gaining accreditation and making progress in their personal targets. Invitations will be sent out prior to each ceremony and students and staff alike are delighted when families, referrers and TLG Supporters are able to attend these very special evenings of celebration.

**Achievements**

At Bradford Central a real emphasis is placed upon self reflection and self management, equipping learners to learn, building resilience and providing our students with the tools they need to be successful in education. The RESET programme is used to this end. It has a number of themes that allow barriers to be identified and overcome in order to allow our students to experience more success in their education, home life and personal relationships. Please enquire for more detailed information about the RESET programme.

**Getting to the TLG Centre by car:**

Follow signs for Bradford Cathedral off A650 Shipley Airedale Road. Centre is on the right, at the top of Stott Hill and Captain Street

**Getting to the TLG Centre by bus:**

640/641 stop on Bolton Road.
611/645/660/670/686/687/948/X11 all stop on Church Bank/Barkerend Road
These are either end of Stott Hill

It is a short walk from Bradford Forster Square station
How can you help your young person whilst on a TLG programme?

- Please encourage your young person to attend every day. If they feel unwell, we have a medical room and we can always contact you to arrange to send them home. We recommend that learners give every day a go. If your young person is not attending school, please telephone the Centre to let us know before 9.30am.
- When your young person returns home after school, please try to set aside some time to find out about how their day has been.
- We will keep you informed on your young person’s progress and achievements. We will also keep you up to date on any truancy or bad behaviour.

It is our intention to move your son or daughter on. We want to see them progress. To succeed in this process means a partnership between parents, students, schools/referrers and TLG. We greatly value your support and welcome any questions or comments.

Your Concerns

Please ask us for any further information you need, either in person or by telephoning the Centre on 01274 737862 or 07494 468921. TLG has a written complaints procedure which is attached to this booklet. Further copies are available on our website or from any member of staff. If you wish to make a complaint, please talk to a member of staff in the first place. If you do not feel the complaint has been resolved, you may put it in writing to the appropriate named person (see Complaints Procedure) and it will be dealt with in accordance with this procedure. If parents or carers wish to find out the number (if any) of complaints that have been made during the preceding school year, they may request this information in writing from the Head Teacher.

Our Staff Team

Andy Moughtin is the Head Teacher of TLG Bradford Central. Andy is an experienced teacher with a background in alternative provision. Andy is supported by a team of practised staff who between them have a range of experience teaching and working with young people. This includes Classroom Teacher, Keira Carnie and Classroom Intern, Joe Emerson as well as a team of volunteers.
Policies and Procedures

Parents and Carers may request to see the following information, which is held at the Centre and/or available on the TLG Centre website, or can be emailed on request:

- Anti-Bullying Policy
- Health and Safety Policies including on educational off-site visits
- Extended Safeguarding Policies (a summary of which is included in this booklet)
- Behaviour Policy, including discipline, Non Violent Crisis intervention Strategies.
- Curriculum Policy
- Admissions and Exclusions Policy
- The number of complaints received in the preceding school year
- Policies on Welfare of SEN (Special Educational Needs) and EAL (English as an Additional Language).

Please ask any member of staff if you would like to see any of this information.

Some final reminders for students & families before their first day

Please aim to arrive on time
Take care crossing the roads around the school site.
Please move around the site and use equipment in a mature and sensible manner.
No fizzy drinks, sweets, chewing gum or chocolate foods are allowed during the school day.
All mobile phones, bags, cigarettes and lighters must be handed in on arrival
Please make every effort to listen to staff instructions.

Term Dates: Academic Year 2018-19

<table>
<thead>
<tr>
<th>Term Dates</th>
<th>Term Starts</th>
<th>Term Ends</th>
<th>Inset Days &amp; Bank Holidays</th>
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<tbody>
<tr>
<td>Autumn Term 2018</td>
<td>Monday 10th Sept</td>
<td>Friday 19th Oct</td>
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<td>Thursday 25th Oct</td>
<td>Wednesday 19th Dec</td>
<td>Tuesday 27th Nov</td>
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<td>*Thurs 20th &amp; Fri 21st Dec</td>
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<td>Spring Term 2019</td>
<td>Wednesday 2nd Jan</td>
<td>Friday 15th Feb</td>
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<td>Thursday 21st Feb</td>
<td>Friday 12th Apr</td>
<td>Tuesday 5th Mar</td>
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<td>Summer Term 2019</td>
<td>Monday 29th Apr</td>
<td>Friday 24th May</td>
<td>Friday 3rd May</td>
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<td>Bank Holiday Monday 6th</td>
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*Thurs 20th & Fri 21st December
Bank Holiday Monday 6th May
At TLG we are committed to working together to create an environment where no form of bullying is tolerated.

At TLG we will:

- Encourage and help pupils to treat each other with respect and kindness.
- Supervise pupils at all times and challenge any bullying that we see or hear.
- Impose appropriate sanctions for bullying.
- Record all incidents of bullying and if necessary, discuss concerns with parents/carers and schools.
- Talk about bullying as part of our planned curriculum and at other times.
- Discuss, monitor and review our Anti-Bullying Policy on a regular basis.

If you feel you are being bullied you can:

- Speak directly to any member of staff at any time.
- Let us know in confidence, that you have a concern that you want to discuss by saying so on your ‘My Day’ or on the website.

If you tell us you are being bullied, we will:

- Deal with all bullying concerns quickly, sensitively and effectively, and help ensure that the bullying does not continue.
- Support you while the issue is being dealt with and afterwards.

If a parent/ carer or school has a concern about bullying, they can contact us to discuss it at any time. All concerns will be dealt with in line with our Anti-Bullying Policy, copies of which are available on request.
Safeguarding Children Policy Summary

(Written to comply with DfE Statutory Guidance - Keeping Children Safe in Education, September 2018)

This is a summary policy only – please refer to full Safeguarding Policies for further details of our arrangements for safeguarding.

The TLG Centre and their staff form part of the wider safeguarding system for children. Everyone who comes into contact with children and their families and carers has a role to play in safeguarding children. In order to fulfil this responsibility effectively, all professionals should make sure their approach is child-centred. This means that they should consider, at all times, what is in the best interests of the child.

Safeguarding and promoting the welfare of children is defined for the purposes of this policy as:

- protecting children from maltreatment;
- preventing impairment of children’s health or development;
- ensuring that children grow up in circumstances consistent with the provision of safe and effective care;
- and taking action to enable all children to have the best outcomes.

Staff recruitment, induction and training

TLG follows a recruitment process that makes sure all appropriate checks are carried out on staff and volunteers, including managers, to ensure they are suitable to work with children and young people. Before beginning any work at TLG where they will have regular and sustained contact with children, all staff and volunteers are checked through the Disclosure and Barring Service (DBS). TLG renews these checks every 3 years. This includes a check of the ‘Children’s Barred List’ to ensure that they have not been barred from working with children and young people and Prohibition Order checks. In addition, all staff have had checks made to confirm their identity, qualifications and right to work in the UK. References are taken which include questions about the person’s suitability to work with children and young people. All visiting staff from other organisations (e.g. drug worker, sports coaches), have also been properly vetted by their employers and confirmation of this is held in TLG records.

All new staff undergo an induction programme, where they become familiar with policies and procedures relating to safeguarding and welfare issues, such as health and safety, first aid, behaviour, bullying and child protection. All staff have read and understood DfE guidance – Keeping Children Safe in Education (Part 1). All TLG staff receive safeguarding and child protection updates as required, but at least annually, to provide them with relevant skills and knowledge to safeguard children effectively. Records of any child protection training undertaken are kept for all staff and managers.

Procedure for dealing with allegations of abuse made against staff or volunteers

TLG has a policy for dealing with allegations of abuse made against staff of volunteers. These procedures comply with DfE statutory guidance and locally agreed inter-agency guidance. Details of how to make a complaint can be found in the TLG Centre’s Client Complaints Procedure.

Child Protection policy

Each TLG Centre has a child protection policy and procedures in place that are in accordance with locally agreed inter-agency procedures. This includes having a Designated Safeguarding Lead and deputy, who undertakes training in inter-agency working and other matters as appropriate. The Child Protection Policy outlines the action staff should take if they are concerned that a child or young person is suffering significant harm or is likely to do so, and the action that should be taken to promote the welfare of a child in need of additional support, even if they are not suffering harm or are at immediate risk.
Data sharing
Whilst the General Data Protection Regulation 2018 places duties on organisations and individuals to process personal information fairly and lawfully, it is not a barrier to sharing information where the failure to do so would result in a child being placed at risk of harm. Fears about sharing information cannot be allowed to stand in the way of the need to promote the welfare and protect the safety of children.

E-Safety and the use of mobile technology
As we increasingly work online it is essential that students are safeguarded from potentially harmful and inappropriate online material. The TLG Centre ensures that appropriate filters and appropriate monitoring systems are in place. Students should not be able to access harmful or inappropriate material from the TLG Centre system.

Our E-Safety Policy provides further details and we require staff, students and parents/carers to read and sign our E-Safety Acceptable Use Agreements each year, or when they (or their children) join TLG.

Students may bring mobile telephones to the TLG Centre but they must be on silent or switched off and handed in to staff at the beginning of the school day. Students may be permitted to have their phones back for a specified period within the lunch-break to check for messages, provided they are then handed back to staff until the end of the day and are used in accordance with the E-Safety Acceptable Use Agreements students have signed.

Policy review and availability
All of TLG’s policies and procedures relating to Safeguarding are reviewed and updated at least annually utilising the experience and expertise of staff. These, and the wider range of policies relating to welfare, health and safety, are available on the TLG Centre website and upon request from any member of staff.

This range of policies includes:

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<tr>
<th>Safeguarding - Child Protection policy</th>
<th>Health and Safety policy</th>
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<tr>
<td>Safeguarding - Staff Code of Conduct</td>
<td>Trips and visits policy</td>
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<tr>
<td>Safeguarding – Selection and recruitment of staff</td>
<td>Incident reporting policy</td>
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<td>Safeguarding – Dealing with allegations against staff</td>
<td>First Aid policy</td>
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<td>Volunteer recruitment process</td>
<td>Medicines policy</td>
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<tr>
<td>Safeguarding – E-Safety policy</td>
<td>Fire safety policy</td>
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<tr>
<td>E-Safety acceptable use agreements for staff, student and parents/carers</td>
<td>Data protection policy</td>
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<tr>
<td>Safeguarding – Visitors procedure &amp; Agreement</td>
<td>Risk assessment policy</td>
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<td>Absconders and Children missing from education or home Policy</td>
<td>Behaviour policy</td>
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<tr>
<td>Working alone or one-to-one policy and procedures</td>
<td>Anti-Bullying policy and charter</td>
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<td>Whistleblowing policy</td>
<td>Client complaints procedure</td>
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Complaints Procedure for Students, Parents/Carers and Referrers at TLG Bradford Central

As outlined in paragraph 7 of the Schedule to The Education (Independent Schools Standards) Regulations 2015

TLG feel that our students and their parents/carers and referrers have the right to receive a high standard of service. The Complaints Procedure is in operation to enable our service users to be listened to and to ensure that any complaints are dealt with fairly, quickly and confidentially.

For further details about confidentiality contact the Centre Manager/Head Teacher who will talk you through the appropriate policy. A copy of the Confidentiality Policy can be made available for inspection on request.

We view complaints positively as they give us the opportunity to improve the quality of our services. Many complaints can be resolved before they reach the formal stage. If this is not possible, it is important that fair, accessible action is taken.

You may wish for a staff member or another organisation to support you in your complaint.

An informal complaint would be delivered verbally to your TLG teacher, Key Worker or Centre Manager/Head Teacher. This complaint would be listened to and addressed by talking to relevant people and producing a solution which is agreeable by all parties (where possible). TLG Staff will seek to resolve an informal complaint quickly and where possible, this will take place on the same day that the complaint is raised.

A formal complaint would be in writing, addressed to the most appropriate person/s below. Be as detailed as possible about the complaint, giving dates/times of incident, any other persons involved and how you would like to see this complaint being resolved. These issues will be investigated in full and responded to in writing outlining our response to the complaint within 3 working days of receiving the complaint.

<table>
<thead>
<tr>
<th>TLG Centre Manager / Head Teacher</th>
<th>Centre Support Manager</th>
<th>Chief Executive &amp; Management Committee Chair</th>
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<tbody>
<tr>
<td>Andy Moughtin</td>
<td>Helen Laws</td>
<td>Scott Halligan</td>
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<td>TLG Bradford Central</td>
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<tr>
<td>86 Captain Street</td>
<td>TLG Bradford Central</td>
<td>TLG National Support Centre</td>
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<tr>
<td>Bradford</td>
<td>86 Captain Street</td>
<td>Hope Park</td>
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If you have completed this procedure, but believe your complaint has still not been dealt with, your complaint can be reviewed by a Panel of 3 or more people, appointed by the Chief Executive or Chair of the Board of Trustees, who have not been directly involved in the matters detailed in the complaint and containing at least one member who is independent of the management and running of the TLG Centre.

Panel Procedures
Parents would be welcome to attend the Panel Hearing(s), arranged at a time suitable for them to attend. The Panel Hearing should take place as soon as possible after it is requested and must be within 14 days. Parents may be accompanied if they wish.

The Panel is expected to make findings and recommendations available within 5 working days. Copies of these written findings and recommendations will be sent by electronic mail or otherwise given to the complainant and where relevant, the person complained about. They will also be available for inspection on the school premises by the proprietor (Chair of Trustees) and the Centre Manager/Head Teacher.

Records
Written records of all formal complaints, responses, meetings, and action taken regardless of whether they are upheld or resolved at the formal stage or proceed to a Panel Hearing, will be kept by TLG. Documents will be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the 2008 Act requests access to them. A further record of the number of ‘formal complaints’ received in the preceding school year will be available on request.

Further support and advice is also available from:

Citizens Advice Bureau

Level 3, 99, Horton Park Avenue
Bradford. BD7 3EG
Tel: 0845 120 2909
Complaints Procedure – Flow

Initial Complaint

Informal

Verbal
Same day response/outcome

Resolved
Unresolved

Formal

Written
Written response within 3 working days

Unresolved
Resolved

Panel hearing

Held within 14 days of initial panel hearing request

Findings and recommendations available within 5 working days

Last updated: August 2018 (GV)
Review due: August 2019