Parent / Carer Guide

Welcome to

The View

October 2026

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Aims and Objectives of The View

The primary purpose of a stay at The View is to provide an early intervention that brings about change in a young person's life at home by helping them learn new ways of sharing: spaces, attention, resources and choice alongside the acquisition of new skills, all of which can be generalised in different settings. Throughout the residential experience we will provide a safe, secure and happy environment which demonstrates respect, care and worth to everyone involved.

Who's Who

The staff team at The View are part of the wider school community, working closely with the teaching teams in everything that we do. The View's team is made up of -

- Headteacher— Julian Cochrane
- Deputy Headteacher—Carol Park
- Head of Residential Care—George Walklett
- Senior Residential Support Workers— Leannon Buy and Karen Bettis
- Residential Support Workers— Sharon Chattey, Suzannah Boswell, Abi Turner, Molly Turner, Katie Whipp, and Charlotte Hearson.

For queries relating to your young person's stay at The View, please contact: georgew@southview.essex.sch.uk

The View mobile is: 07717 810617

Preparing for a Stay

We will work closely with you and your young person, teaching teams, and everyone who supports them to ensure they have the personalised support they will need during their stay at The View. We will have a shared understanding of their strengths and difficulties whilst considering your priorities and any concerns you may have. Together we will agree outcomes and the goals from their Educational Health Care Plan (EHCP) to work towards as part of being a part of the residential experience.

Our residential team will spend time in school supporting your young person alongside the teaching team prior to their transition to The View, to build relationships and a better understanding of the personalised support that they need and how this will be transferred to the residential setting. Our overarching aim is for every young person to have a positive experience and feel safe, supported and understood so that they are relaxed and comfortable whilst within their new surroundings.

Working together

We are committed to working in partnership with you, your young person and all supporting professionals to make sure we regularly check priorities are the right ones and to share changes and progress in both school and at home.

We recognise the importance of supporting families and carers before, during and after a young person's stay at The View. Visits will take place before a young person is starting the residential experience. On the visit, The Residential Lead and the Personal Assistance Manager, Carolynne Keating, will host a visit and discuss how the residential experience for your child may look gathering information on what home life can look like, to bring to The View. This also gives the parents and student an opportunity to see The View and ask any questions.

The Diamond Model
Social Pedagogy at The View

In its broadest sense, Social Pedagogy is a holistic and relationship- centred approach that links education, care, and support for families. It is a way of conceptualising informal learning which addresses the needs of the whole child in terms of their personal development.

The school recognises all students' individuality and although The Diamond Model helps inform and support our practice, we are conscious that 'one size doesn't fit all'. We are proud of, and celebrate, the bespoke programmes that underpin the culture in The View and wider school at Southview.

The Diamond Model has become one of the most powerful concepts in Social Pedagogy, a values-led approach to relationship-centred practice that aims to support people to flourish and feel socially included. The metaphor of the diamond visualises its central underpinning principle: As human beings we are all precious and possess a wealth of skills, abilities, talents, knowledge and other resources that make us rich in very unique ways. There is a diamond within every one of us.

We believe that the Diamond Model, with its focus on wellbeing and happiness, holistic learning, relationships, empowerment and positive experiences, provides the best opportunity for our students to live fulfilled and, as far as possible, independent lives. At its core, The View, in conjunction with the school ethos, aims to broaden children and students' worlds and give them and their families the confidence to take their next steps in life, whatever they may be. The Diamond Model will be used by the Senior Leadership team to identify targets from the students' EHCP and parents' views.

How we will support your young person during their stay:

Our staff at The View will provide personalised support to each young person after school on a Monday until Friday morning.

The environment will be adapted to meet their individual needs whilst enabling them to live alongside others. Learners will be able to experience new ways to maintain, learn, and establish routines that can be generalised and helpful in improving co-existence within their family home and across wider settings.

Preparing for Adulthood:

We work very closely with the careers and post 16 provision team (Lisa and Renee) and help students and their families explore options for them for life after Southview. We have already linked up with ECL and Penny Meadows and visited supported living provisions in the evenings with our students. This gave a great insight to our students to see what a supported living placement looks like and also meet some of the staff teams there.

We also work closely with any future provisions that have already been found for our students. An example of this is that we had a student in Southview college in her last year who had been offered a place in a residential college. We worked closely with the new College and invited them to meet the staff at The View and see the student in our setting for a few evenings. We did the same for another student who went off to supported living. We understand this can be a stressful time for parents finding options for after Southview, but with the setup we now have at The View and working alongside Lisa and Renee, we want to help parents as much as possible be able to find the right steps forward in terms of options for our students.

Views of Young People

At Southview, adults work tirelessly to understand the learner where we can notice how they respond and do our very best to see the world through their eyes. As a staff team, we never assume that our analysis of the young person's feelings is complete without gathering accurate information from all the adults that work alongside and support the young person; this is so that we can compile a full and detailed picture which is constantly updated as we learn more about them. Our aim is to provide opportunities for young people to communicate their thoughts, feelings and ideas in a range of contexts. To have the means, personalised to be most purposeful for them, to exercise as much choice and control over their environment and experiences as possible.

Monitoring by Independent Visitors

Southview School is registered with DfE and is compliant with the National Minimum Standards which include Safeguarding and promoting the welfare of learners for whom accommodation is provided at The View. To monitor this, at least six times a year there will be a visit from an Independent Visitor (Mark Goode—see 'Concerns & Complaints'), an independent professional who is vetted in line with Southview's Safer Recruitment Policy and separate from the management of the school. The visits are unannounced, and the visitor will carry out checks and provide a report on the following:

- conversations with children, the senior management team and staff.
- conversations with social workers where relevant.
- conversations with parents/carers where relevant.
- checks on school records of attendance, complaints, consequences, bullying, restrictive interventions, risk assessments, individual care plans for children.
- evaluation of the quality of the provision and effectiveness of the care provided to children and whether they are safeguarded.
- assessment of the suitability and physical condition of the building, furniture and equipment of The View and the external environment.

The Head teacher and members of the governing body carry out and record in writing once a year:

- A review of the operation and resourcing of the school's welfare provision for residential pupils in relation to:
  - Our statement of purpose
  - Our staffing policy
  - The placement plans for individual children
  - An internal assessment of our compliance with the National Minimum Standards for Residential Special Schools
  - The Residential Strategy Group comprised of Board members provides a focused forum for discussion and scrutiny which provides accurate and prioritised messages to the FGB (Full Governing Body)
  - The Moderation Panel is comprised of multi-agency professionals from Education and Health and Social Care who meet to provide a wide perspective on admissions, experience and impact
  - Weekly Senior leadership meetings are attended by Senior Leaders across The View and Southview School to discuss both strategic and operational issues arising; this meeting is not formal but is pivotal around timely, agile decision making

Our school's governing body monitor the effectiveness of the leadership, management and delivery of the residential and welfare provision in the school and take appropriate action where necessary. This occurs through The Residential Strategy Group (RSG) which formal minutes and reports go into the Full Governing Body meetings (FGB).

Concerns and complaints

The school's policy is to follow the Local Authority (Essex County Council) guidelines when handling concerns and complaints. Please ask if you would like any advice or a copy of it. It would be unusual to deviate from these procedures, but the school always retains discretion in these matters.

There will always be a senior member of staff within The View who will help to resolve any concerns you may have outside of the usual school opening hours. In addition, the Residential Lead can be contacted via The View on the usual school number.

If this is not possible or you would prefer not to, you may also contact the Independent

Visitor or Ofsted using the following contact information:

Independent Visitor:
Mark Goode
email: Mark@platinumcareuk.com

Ofsted:
Piccadilly
Gate Store
Street
Manchester
M1 2WD
Telephone: 0300 123 1231
Email: enquiries@ofsted.gov.uk

Making changes to arrangements

There may occasions when we may need to cancel your young person's stay at short notice. This decision will only be made in extraordinary circumstances or where we feel it would be unsafe to continue to provide a service. It is therefore vital that emergency contact information for each young person is kept up to date and that you are **always available to collect them from The View at short notice during the day or night**. You will be asked to sign our parent agreement to confirm your understanding of these rules.

SNOW PROCEDURES

If weather forecast is severe or snow is heavy then the Residential Lead will liaise with the Site Manager to confirm local conditions are severe or will likely be severe if they have been expected from the previous day.

If a closure is agreed then the Residential Lead will contact:

- The School Transport provider to arrange for students to be taken home once school closes.
- Parents- to advise them that students will be returning home
- Site Manager – to display signage
- Head Teacher
- Deputy Head

This is a last resort and is not a decision to be taken lightly as it causes far reaching distress and disruption to children and their families.

If your young person is poorly or unwell, we ask that you tell us via the main school office or The View at the earliest opportunity giving at least 48 hours' notice where possible.

Frequently Asked Questions

How long can a young person stay at The View?

We are looking for students to stay at the View either for half a term or a full term. It will be long enough to give the support needed to work towards agreed targets of the residential experience. We are initially putting in place that students will be staying for one term time a year to allow as many students to all experience The View. We would like to remind all parents that The View isn't going to be seen or used as respite provision for our students but an extension to the school education package we offer.

What can they bring with them?

Please feel free to provide any personal items that you feel may make your young person's stay more comfortable such as pictures and comforters (teddies, blankets, twiddles). There will be play and sensory items at The View. An inventory list will be given to parents at the Care plan meeting before the stay to help parents think about what they might need to pack.

They will need to bring their own toiletries, such as toothpaste, toothbrush, shampoo, shower gel, hairbrushes, etc. We will provide bed linen and towels, but they are welcome to bring their own if preferred.

We recognise that electronic gadgets such as iPads and mobile phones are a fundamental part of some learners' lives, and we will work together with you to agree how they can be used to enhance their learning experience whilst they are at The View.

How will I be able to support my young person to settle into the new environment when they stay?

We will plan together to ensure your young person has what they need to settle in; getting to know staff and getting used to the facilities and how we can support in a way that suits them and reassures you too.

What are the arrangements for meals?

Breakfast and dinner will be freshly prepared at The View every day. All staff are trained in Food Hygiene and Safety. We will work closely with you to plan and agree a menu which includes the choices and preferences of your child whilst considering any special dietary requirements they have, allergies etc. Healthy snacks and drinks will always be available.

How will medication be given?

The procedure for medication is the same across the whole school. Where a young person requires support to take prescribed medicines, parent/carers will be required to complete a 'permission to administer medication' form and arrange to supply what the young person requires prior to their stay. This should be **handed to the school office in person or via their usual transport provider weekly**. The supply must last for the duration of their stay (Monday to Friday).

Each young person will have a medication care plan provided by our School Nurse which residential staff will follow.
All medication that isn't prescribed by a doctor must come in with either a note or email from a doctor giving permission for us to give it.

What happens if my young person becomes unwell during their stay?

All staff are first aid trained and there will be at least one qualified First Aider at The View throughout the day and night.

In the event of your young person becoming unwell we will contact you immediately and plan for their return home where they can continue their recovery in their own familiar surroundings. If they need emergency treatment which involves going to hospital, a member of staff will go and remain with them until a family member/carer arrives.

How can I keep in contact with my young person?

We can agree together how best to do this depending on your needs and theirs. This will look different for every young person and family.

How will I know how they are getting on?

We understand how important it is for you to know that your young person is settled and happy during their stay and are available any time of day or night Monday to Friday should you need to call us. Where possible we ask that you call between 8am-9pm. A 'Class Dojo' account has also been created for The View and Staff can update parents through communicating on the app. A link will be sent to each of the parents to invite them to join Class Dojo if they wish.

How many staff will be supporting my young person during the day and night-time?

Up to 10 young people can stay at The View. There are two sides of the View containing two separate living spaces. They have five en-suite bedrooms, a lounge and a kitchen diner each. There will be two teams of staff on a shift rota. Each team will always have a senior support worker present.

Every student will have 2 keyworkers assigned to them from each of the teams so they can work with them to create and complete their targets.

The View follows the same Health & Safety Policies and Procedures as the main school. They are available on the school's website and outlined in our Statement of Purpose which is available on request.

What are the arrangements for laundry?

We have laundry facilities on site for students to use. This is a good opportunity for students (as part of their Pathway) to learn how to wash their own clothes if they are able to. If a student has school uniform, they will be encouraged to also wash this.

Any further questions you may think of, please don't hesitate to email me at: georgew@southview.essex.sch.uk