



Communication and Interaction Team Information for Parents and Carers

For us to work with your child, either as part of a class, small group or individually, we need your consent. Please read this information before completing the form to give your consent.

Who are we?



**Specialist Teacher
 Advisors (STAs)**

**Speech and Language
 Therapists (SaLTs)**

**Occupational
 Therapists (OTs)**



What do we do?



We provide specialist support for children and young people with communication and interaction needs who require an Education Health Care Plan (EHCP). This support can be requested by a school or college SENCo/RP Manager, by a class teacher in a special school, by an SEN Caseworker, or by a young person attending college.

We are a separate service from the NHS and aim to liaise and work closely with our colleagues from other services.

Where can we give support?



| | | | | |
|---------------------------|---|-----------------|--|---|
| Mainstream Schools | Resourced Provisions (RPs) and Special Schools | Colleges | Community and other agency settings across the county | The home if your child is not able to attend a setting |
| | | | | |

Sometimes we provide specialist support for children and young people as part of our work with other Hampshire agencies, on behalf of other Local Authorities or via a separate sold service. This may include working with children without an EHCP.



EHCP Provision



| If my child needs direct therapy: | If my child needs a formal assessment for a new or updated EHCP: |
|--|---|
| <p>We will:</p> <ul style="list-style-type: none"> • Speak to you before providing direct therapy. • Support children not in a setting so their EHCP provision is still met. • Provide feedback on your child's progress; and let you know when they're ready for new targets. • Talk to you if we feel that your child's therapy provision needs to be changed to better support their needs. | <p>We will:</p> <ul style="list-style-type: none"> • Speak to you before we carry out an assessment of need for an EHCP. • Need the details of any other professionals involved in supporting your child. • Take time to get to know your child, which may take several sessions. • Invite you to attend an assessment feedback meeting where we will share our Assessment Report with you. |

Recording sessions



- Video or audio recording (e.g. to analyse speech errors) will be discussed with you and your child. You can say yes or no before each recording and can always change your mind.

How do we provide support?



Indirect Support:

Support for the school, college or adults working with your child, to help your child to use their new skills throughout the day.



When will we contact you?



This might look like:

- Training and working with the adults around your child
- Meeting with you as parents or carers to support your child
- Strategy and resource development
- Target setting and report writing
- Attendance at meetings (may include Annual Reviews)
- Transition planning for the year ahead
- Wider school support such as curriculum development

We provide a record of our contact each time we visit and give advice for your child.

Direct Support:

Support for the child/young person.



This might look like:

- Observing or working with your child in class or in a small group
- Seeing your child 1:1 (face-to-face or virtual)
- Modelling an approach to staff
- Assessment
- Virtual 1:1 sessions via Teams (a member of staff will always be present or a parent/carer if at home, unless your child is aged 16 or over).

We give you a record of our contact each time we visit and we will let you know what we are working on and what advice we have given.

Other Professional Involvement



Internal Support



- We may sometimes ask another member of the team to provide some support for your child.
- The team will share information relevant to your child with other professionals who work with them.

External Liaison



- Our team may ask other professionals for information about your child to help us to support their communication and interaction.

Students



- We support and train therapy and nursing students, as well as other education professionals, they may work with your child under supervision.

Arranging and Managing Visits



Arranging visits



- We will ask a key contact in your child's setting to let you know that we are coming to visit your child.
- We will arrange home visits directly with parents/carers.

If your child is not in their setting (or available at home)



- If we are given at least 2 weeks' notice, we will try to rebook the session (although this is not always possible for weekly therapy).
- If the absence is last minute then we may not be able to rebook the session (particularly for weekly therapy).

If our team member is unable to deliver a session



- Our admin team will let the setting know (or contact parents/ carers for home visits).
- We will try to make up any missed sessions where practical (although this is not always possible for weekly therapy).
- If our team member is absent for a longer period, we will arrange for another team member to cover sessions.

Changes to support



- Changes to provision can be trialled to see if they are useful and we will talk to you about this first and explain why we believe this change is in your child's best interests.
- If your child does not require our support any longer we will share information with your child's setting so they can continue to consolidate and generalise strategies and skills.
- If we have been providing therapy provision then we will discuss this with you to explain how your child's needs will continue to be supported without us.
- If your child requires support again in the future, this can be requested through their setting or the SEN Team.

Please note:



- We do not generally offer sessions in the **first and last week** of term. This is to allow our staff to engage in mandatory supervision, specialist development and departmental meetings.
- We have moved these tasks to these weeks so that your child can have a block of support without interruption
- If your child requires weekly therapy then we will discuss with you whether these sessions take place at the start and end of term or whether we provide support in a different way or at another time.

What if my child is not in school?



If your child is unable to attend a school setting, we can still provide support for you, your child, and any others who work with your child.

Indirect Support



We can offer home visits to discuss strategies and approaches that adults working with your child, or you as parents/carers, can use to best support their needs.

Direct Support



We can offer home visits to:

- Provide a programme
- Carry out 1:1 work
- Carry out assessments

School/Setting Transitions



What support can my child have for transition?



- If your child moves to a new setting, we may work with them until the end of their first term.
- This involves us working with both their current and their new setting.
- By giving consent, you are giving us permission to work with your child's setting, if required.
- Once your child is attending college, we expect them to give consent for further support from the team unless we agreed with you that they were considered unable to give consent themselves under the Mental Capacity Act 2005.

How can you contact us?

School/College
SENCo or RP
Manager



Special School
Class Teacher



SEN
Caseworker



Directly

E-mail: stas.service@hants.gov.uk

Telephone: 0370 779 0779




Website:

[Communication and Interaction | Children and Families | Hampshire County Council \(hants.gov.uk\)](#)

Hampshire County Council STAS Privacy Notice



To deliver our service and support, Hampshire County Council (HCC) collects and uses:

|  Information about your child/children: |  Information about you: |  Other information |
|---|---|--|
| <p style="text-align: center;">Name Address Unique Pupil Number Date of Birth Gender Year group Current and previous educational settings Country of birth Ethnicity code Country of origin First language Religion asylum seeker/ refugee indicator Looked After Child indicator Responsible Local Authority</p> | <p style="text-align: center;">Name Address E-mail Relationship to child Parental responsibility status Service family indicator Level of English spoken Other languages spoken</p> | <p>You and your child's views, interests and aspirations</p> <p>Your child's special educational needs</p> <p>Your child's health and social care needs which relate to their SEN</p> <p>Information around the outcomes being sought for your child; and the supporting evidence you provide relevant to your child's needs</p> |

We hold this **personal data securely** and **use it to:**

- Check your child **meets the criteria** for our service.
- **Contact you** to tell you whether we can support your child and the next steps.
- **Assess** or **observe** your child and **write a report**.
- Use your **view, wishes and feelings**.
- Use your **child's views, wishes and feelings**.
- **Contact other professionals** for information about your child, to choose the best way to help your child.
- **Give advice and information** about your child's SEN.
- **Attend meetings** like annual reviews.
- **Monitor and assess** the effectiveness of the service and plan ways to improve.
- **Support** your child to **prepare for adulthood and independence**.
- Add to your **child's education record**.
- **Keep our records** of you and your family are **up to date**.
- Your information has a **retention label**, so we know **how long to keep it for** and when we can **delete the information**.

Hampshire County Council STAS Privacy Notice



Sharing Information

We only share information if there is a **lawful basis**. Sharing information is really important to assess, plan and provide support for your child. We aim to use a **'tell us once'** approach so you don't need to repeat information. This means we may need to **share information with other HCC Teams**.

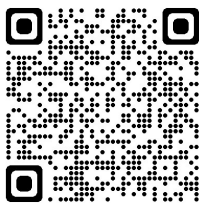


GDPR

We comply with the **General Data Protection Regulation (GDPR)** and the **Data Protection Act 2018 (DPA, 2018)** requirements.

Your information is secure.

Any paper documentation is scanned so we have it **electronically and paper version destroyed**. Your information is stored securely on **Capita One system** and the **linked HCC document management system**. **EHC Hub** stores the information **we use to process our education, health and care (EHC)** needs assessments, write EHC Plans and conduct Annual Reviews of EHC Plans.



General Privacy Notice

You can **access your personal information**. Please contact the Children's Services Department's Subject Access Request (SAR) Team, whose contact details alongside further information around this process can be found via: <https://www.hants.gov.uk/socialcareandhealth/childrenandfamilies/accessrecords>

For further information on how we **handle personal information, your data rights, how to raise a concern about the way we are processing your information and the County Council's Data Protection Officer**, please see our General Privacy Notice:

<https://www.hants.gov.uk/aboutthecouncil/strategiesplansandpolicies/dataprotection>

Or scan to QR Code on a smartphone to be taken directly to our General Privacy Notice.