

WELCOME

to the Community Support Team

Hi, we understand that you may be feeling angry, confused and upset at this time. It is so concerning when you are advised your child is not able to attend their usual school on a full time basis or has been excluded. Being told your child needs alternative or outreach educational provision can be a worrying time. We are here to help your child / young person transition back into a suitable educational setting and to help you as a family. We will do all we can to help answer any questions you may have and guide you to the right people to get the answers you need.

About CST:

Community Support Team (CST) is a not for profit Community Interest Company. We are independent of the local authority, social care and SEN teams.

Our team provides a range of services to support children and young people to achieve their potential in returning back to full time education. Many of our team have lived experiences, either through their own time in education, with their own SEN children or having a neurodiverse diagnosis. Our team has a wealth of experience and includes qualified teachers, youth workers, counsellors and therapists.

We are totally child focused and our priority is to give every young person we work with the best opportunities to succeed.

Our commitment to you:

We really do understand and care about the future of those we support



What we do:

We provide 1:1 or 2:1 mentoring and pastoral support with clear aims and objectives. Most young people we work with have an SEMH, EBSA or neurodiverse diagnosis, often with an EHCP. We work closely with schools, the local authority SEN and inclusion teams but most importantly parents and carers, to make sure we are working towards a reintegration into a suitable full time educational setting. We will always advocate and give a voice for the young person first and ensure they are heard and have the best opportunities to succeed in the future.



Case studies / feedback

"Amazing team. Have helped my child so much. Would recommend to anyone who are struggling with an educational setting. Their knowledge and support has helped my child get back into full time education, which we were worried may never happen. Thank you"

- Parent of year 5 child that had been Permanently excluded - required 3:1 support in school

"CST has been wonderful at supporting the children and families I have referred. Neil and Maria really do go above and beyond to help at times when it has felt like there are so many barriers and blockers. The team work in an extremely child focused way, build positive relationships at pace and are always striving to achieve the best possible outcomes. In cases where we have felt so far from a return to education, the team at CST have been able to encourage a young person to engage beyond the home, supporting reintegration at a manageable pace."

- Vulnerable pupils case officer

"CST are like superheroes"

- Year 5 student who was transitioned to a new school within 2 terms of being referred to CST



Policies:

Healthy Eating:

We follow the guidelines for healthy eating issued by the Department for education (DfE). We ensure we provide healthy snacks / drinks. We have attached our policy.

Vaping / Smoking:

We have a duty to ensure our team and the young people we work with are kept safe. We do not allow any form of vaping / smoking whilst young people are with us. We have attached our policy.

Phones:

As we are an alternative education provider we are expected to follow the DfE guidelines on the use of mobile phones whilst in education. We would not usually expect a young person to bring a phone with them whilst on session with us. Our team have family contact details and if there is a need for a young person to make contact with home we can facilitate this.

Contact Information:

Please contact the office **01626 305405**
if you have any questions (option 1) or to report absences (option 2)

Office hours 08:00 - 17:00 Monday - Friday

Please leave a message outside of these hours.
Our on call director/manager will make contact as soon as they are able to.

Email: [contact @communitysupportteam.org](mailto:contact@communitysupportteam.org)
www.communitysupportteam.org

Other help available:

Torbay area - SENDiass | ☎ 01803 207884

Devon area - DIAS | ☎ 01392 383080

<https://www.gov.uk/school-behaviour-exclusions/exclusions>



Community Support Team
"Growing Together"

"Play is often talked about as if it were a relief from serious learning. But for children play is serious learning. Play is really the work of childhood."

Fred Rogers

