

# Levels of Support:



## ☞ Tier 1 Support:

### Telephone or e-mail Consultation

- Professionals can call us on 07739115045 to discuss any concerns, alternatively you may wish to email us via [lisa.lee@riversesc.herts.sch.uk](mailto:lisa.lee@riversesc.herts.sch.uk) with your query. You will be given advice or signposted to the most relevant agency if we believe Targeted or Specialist support is most appropriate.
- After accessing our phone service, you will also receive an email with a written summary of the conversation and any agreed actions for your own records.
- If education providers state that all strategies suggested during this level of support are already in place with little to no impact, we will recommend a referral for further involvement.

## ☞ Tier 2 Support:

### Offsite Support

- To access this level of support, you will need to complete a **Square 1** Service Request Form (available from our website <http://www.dspl4.co.uk/Square1Support>) and email it to [lisa.lee@riversesc.herts.sch.uk](mailto:lisa.lee@riversesc.herts.sch.uk)
- Off-site support is an opportunity for professionals within our DSPL to go offsite and visit Wormley Primary to observe practice or to work alongside **Square 1 Support** staff to create resources
- After accessing Off-site support, professionals will receive an email with a written report of the visit and any agreed actions.

## ☞ Tier 3 Support:

### Onsite Support

- To access this level of support, you will need to complete a **Square 1** Service Request Form (available from our website <http://www.dspl4.co.uk/Square1Support>) and email it to [lisa.lee@riversesc.herts.sch.uk](mailto:lisa.lee@riversesc.herts.sch.uk)
- A **Square 1 Support** worker will work on-site alongside professionals in your education setting.
- Education settings may receive one on-site session per week and each session will last for two hours.
- Per case, an education setting may receive up to 6 sessions of on-site support over 6 consecutive weeks.
- Our support workers will assist in developing a personalised curriculum for the child or young person involved to be delivered in between on-site support sessions.

### Other Agencies

- **Square 1 Support** works closely alongside our partners; ISL, Rivers ESC, The Phoenix Centre PSB, Middleton Outreach and other relevant agencies.
- If your support need surpasses **Square 1 Support's** universal tiered criteria, we may signpost you to another relevant agency. We may also work alongside another agency to deliver a multi-disciplinary support package

**DSPL4** | Delivering Special  
Provision Locally  
*Achieving quality outcomes*