
DIRECTORY OF THIRD PARTY PROVIDERS



RÆDWALD
T · R · U · S · T

NOVEMBER 2018

DIRECTORY OF THIRD PARTY PROVIDERS

1. Introduction

The Third Party Providers (TPP) in this directory have completed a self-assessment framework form and have been visited by the Raedwald Trust External Provision Lead. These providers have agreed to use the Quality Assurance (QA) Framework as outlined in this document.

Raedwald Trust Academies or other agencies who take up these services are responsible for ensuring that the programmes offered by TPPs meet the needs of their individual learners.

Below is a summary of the Quality Monitoring and Evaluation framework and the process used to quality assure Third Party Providers.

2. Quality Monitoring and Evaluation Framework

Our framework is intended as a tool for monitoring consistency and quality in the leadership, management, the delivery of vocational options and alternative provision for Academy-age pupils, either onsite within the Raedwald Trust Academy environment or offsite at a Third Party Provider.

The framework provides criteria against which the various aspects of the programme can be assessed. The criteria applies to the host Academy and to TPP in equal measure, thereby acknowledging the importance of a partnership approach to pre-16 provision.

The Raedwald Trust priority for 2018-2019 continues to be to implement these procedures and increase curriculum flexibility.

3. Framework

The framework covers the following nine themes.

1. Safeguarding
2. Health and Safety
3. Achievement and Standards
4. Teaching and Learning
5. Admissions, Guidance and Support
6. Learner Entitlement
7. Leadership and Management
8. Professional Development
9. Employer Engagement

This criteria has been identified as the key quality indicators for the various aspects and stages of additional education programmes. In addition to the criteria, a separate guidance document, with a checklist of key questions and sources of evidence for each theme, is provided to assist the monitoring and evaluation process.

4. The Quality Assurance Process

Once a Third Party Provider has completed the Quality Assurance (QA) Framework Self-Assessment Form or the QA Checklist they will be visited by the Raedwald Trust External Provision Lead who will work through the document with the provider collecting evidence and looking at working practices.

Once a provider fulfils the expectations of the Raedwald Trust and becomes a nominated Third Party Provider they will then be published on the Raedwald Trust Alternative Provision Directory.

During the visit

The Third Party Providers will have to show evidence or undergo observations. This could include:

- Lesson observations
- Discussing assessment data
- Jointly visiting learning environments
- Discussions with teaching staff / tutors
- Sampling learners work
- The team ensure Disclosure and Barring Service checks are current
- At the end of the visit, views based on the evidence seen during the visit, are discussed with the provider.
- Discussions with the provider conclude and together the parties agree provisional strengths and areas for development in preparation for completion of the Quality Improvement Plan.

After the visit

- Final notes of the visit are agreed jointly by the providers and Raedwald Trust members.
- Details, including dates and timelines of the Quality Improvement Plan are noted by Raedwald Trust, to be followed up at appropriate time in the future

5. Evidence

The providers should complete the documentation and provide a range of appropriately supportive evidence. Some of the evidence is compulsory and evidence will be collated and other evidence is envisaged as discussions with a range of key stakeholders at the time of the visit, including learners.

6. Categories of Third Party Provision

As a Trust we have identified four main categories of Third Party Provision that we use and we have categorised each provider. Within each category we have set a QA Framework which we require each provider to follow and submit to ensure that the TTP meets the standards required by the Trust.

Category 1 - Offsite Third Party Provision where Student is unsupported by RT Staff

These are providers where young people attend either full day or half day placements and the student attends without support staff from the Raedwald Trust.

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- Only providers who have passed the Raedwald Trust Quality Assurance Process and have been entered into the Raedwald Trust Directory of Approved Third Party Providers can be used by the Raedwald Trust Academies.
 - Each RT Academy must have a Service Level Agreement with such TTP's.
 - Each RT Academy must have Risk Assessments for YP attending TTP's and a RA for students attending these sessions which is shared with the TTP.
 - A dedicated member of staff from the RT Academy referral Academy should visit students on such placements during each half term to observe teaching standards and child welfare and safety.
 - Academies should follow RT guidance on gaining feedback on sessions and reviewing TPP.

Category 2 a) - Onsite Third Party Providers: Supported by RT Staff

These are providers where young people access Third Party Provision on site at one of the Raedwald Trust Academies but are supported by RT Staff.

- TTP needs to have completed the Quality Assurance checklist on a yearly basis and a register of this to be kept centrally at each Academy with supporting documentation.
- It will also be the responsibility of the Raedwald Trust Academy to ensure staff from the TTP's accessing our sites are on the Academies Single Central Register.
- The TPP for these sessions will be responsible for risk assessments of their own activities but safeguarding and welfare of students will remain the RT Academy responsibility.
- Each RT Academy must have Risk Assessments for YP attending TTP sessions which is shared with the TTP if deemed appropriate.
- The TPP for these sessions will be responsible for risk assessments of their own activities which must be held at the RT Academy but safeguarding and welfare of students will remain the RT staff responsibility as the provision is on a RT Academy s site.
- Academies should follow RT guidance on gaining feedback on sessions and reviewing TPP.

Category 2 b) - Onsite Third Party Providers: Unsupported by RT Staff

These are providers where young people access Third Party Provision on site at one of the Raedwald Trust Academies but are unsupported by RT Staff.

- TTP needs to have completed the Quality Assurance checklist on a yearly basis and a register of this to be kept centrally at each Academy with supporting documentation.
- It will also be the responsibility of the Raedwald Trust Academy to ensure staff from the TTP's accessing our sites are on the Academies Single Central Register.
- The TPP for these sessions will be responsible for risk assessments of their own activities but safeguarding and welfare of students will remain the RT Academy responsibility.
- Each RT Academy must have Risk Assessments (RA) for YP attending TTP sessions which is shared with the TTP if deemed appropriate.

- The TPP for these sessions will be responsible for risk assessments of their own activities which must be held at the RT Academy but safeguarding and welfare of students will remain the RT staff responsibility as the provision is on a RT Academy s site.
- Academies should follow RT guidance on gaining feedback on sessions and reviewing TPP.

Category 3 - Offsite Third Party Providers

These are providers where young people access Third Party Provision offsite, however, supported by Raedwald Trust staff.

- TTP needs to have completed the Quality Assurance checklist on a yearly basis and a register of this to be kept centrally at each Academy with supporting documentation. .
- It will also be the responsibility of the Raedwald Trust Academy to ensure staff from the TTP's accessing our sites are on the Academies Single Central Register.
- Each RT Academy must have Risk Assessments (RA) for YP attending TTP sessions which is shared with the TTP if deemed appropriate.
- The TPP for these sessions will be responsible for risk assessments of their own activities which must be held at the RT Academy but safeguarding and welfare of students will remain the RT staff responsibility as the provision is on a RT Academy s site.
- Academies should follow RT guidance on gaining feedback on sessions and reviewing TPP.

Category 4 - One off Third Party Providers

For one off Third Party Provision such as a guest speaker, travelling zoo, employer visit etc.

- The Raedwald Trust Academy must follow the set procedures for a visitor to the Academy i.e. sign into the visitors book, wear visitors badge, and made aware of who the safeguarding leads are should they have any concerns whilst onsite.
- The Academy should also that these visitors do not have access to any personal student information and cannot be allowed to be on their own with students at any point.
- It is the RT Academy s responsibility to ensure staffing levels are sufficient to cover all eventualities so students always have a member of staff supporting them. If this is not possible then these sessions should not go ahead.
- Each RT Academy must have Risk Assessments (RA) for YP attending TTP sessions which is shared with the TTP if deemed appropriate.
- The TPP for these sessions will be responsible for risk assessments of their own activities which must be held at the RT Academy but safeguarding and welfare of students will remain the RT staff responsibility as the provision is on a RT Academy s site.
- RT Academy s should follow RT guidance on gaining feedback on sessions and reviewing TPP.
- It will also be the responsibility of the Raedwald Trust Academy to ensure staff from the TTP's accessing our sites are on the Academies Single Central Register if deemed necessary.

7. Alternative Provision Directory List

| | Provider | Page | Type | RT QA'd | Key Stage | Accessed | Category |
|----|-------------------------|-------|--------------------------------|------------|--------------|--------------------|----------|
| 1 | Brainy Dogs Project | 7-8 | Third Party Provider | Yes | 1-4 | Hourly | 2a |
| 2 | Brickmakers Wood | 9-10 | AP Provider | Yes | 1-4 | FD / HD | 1/2a/3 |
| 3 | Eastern Region Training | 11-12 | AP Education Provider | Yes | 3-4 | FD / HD | 3 |
| 4 | Green Light Trust | 13-14 | AP Provider | Yes | 1-4 | Hourly / FD/ HD | 3 |
| 5 | Lapwing | 15-16 | AP Education Provider | Yes | 2-4 | Hourly / FD/ HD | 1 |
| 6 | Musica | 17-18 | AP Music Provider | Yes | 2-4 | Hourly | 2a/3 |
| 7 | New Skills Centre | 17-18 | AP Education Provider | Yes | 3-4 | FD / HD | 1 |
| 8 | P.L.O.T | 19-20 | AP Education Provider | Yes | 1-4 | FD / HD | 1 |
| 9 | Positive Futures | 21-22 | AP Sports Provider | Yes | 1-4 | Hourly | 1/2a/3 |
| 10 | Rally Sports | 23-24 | AP Education Provider | Yes | 3-4 | FD / HD | 1 |
| 11 | South Street Studio | 25-26 | Mixed Media AP Provision | Yes | 3-4 | Hourly | 1/3 |

Name of Provider: BRAINY DOGS PROJECT

BRAINY DOGS PROJECT
Part of Headway Suffolk

AP Status

Brainy Dogs is a therapeutic provider offering the Raedwald Trust the opportunity to work with Dogs to help students to learn essential life skills such as patience, turn taking and many other skills, whilst providing young people the opportunity to work with animals.

Brainy Dogs trains rescue dogs to become companion dogs to people with a brain injury or neurological condition.

This is normally accessed as an onsite Third Party Provider supported by Raedwald Trust staff.

Contact details

Name: Sophie Wellum-Mayes Title: Project Co-ordinator
Address: Epsilon House, West Road, Ransomes Europark
Postcode: IP3 9FJ
Tel: 01473 712225 Email: brainydogs@hotmail.co.uk

Age Range of Learners

Brainy Dogs are interested in working with learners of all ages.

Capacity

Group work activities of up to 6 students.

Full Time / Part Time – Days offered / start and end times

Hourly sessions at £25 per hour.

Target Groups

| | | | | | |
|-----|------|-----|-------|-----|-----|
| KS1 | KS2 | KS3 | KS4 | KS5 | EAL |
| SEN | NEET | LAC | OTHER | | |

Brief description of curriculum offered

This is a therapeutic session offering students skills in dog training, pet management, following instructions, behaviour management and designed to increase attainment.

Subjects Qualifications

None offered

Current schools, local authorities you currently work with

Raedwald Trust, Warren Hill Prison

Expected Outcomes for learners

Increased attainment and attendance

Description of pastoral support on offer

N/A

Referral process

Academies wishing to work with Brainy Dogs will need to make contact with Sophie Wellum-Mayes to discuss this offer.

Name of Provider: BRICKMAKERS WOOD

BRICKMAKERS WOOD
Part of the Eden Rose Coppice Trust

AP Status

Brickmakers Wood is part of the Eden-Rose Coppice Trust Woodland Network, who transform urban environmental areas into beautiful, natural high biodiversity woodland settings for people living with a terminal illness. Brickmakers Wood provides mentoring, training and team building experiences for vulnerable members of the community.

Brickmakers Wood provides work experience, volunteering and training in horticulture and woodland skills

Contact details

| | |
|---|------------------------|
| Name: Jo Brooks | Title: Charity Manager |
| Address: 49 Blackfriars, Sudbury, Suffolk | Postcode: CO10 2AQ |
| Tel: 0800 7723755 | Mobile: 07896844814 |
| Email: jo@withnature.org | |

Age Range of Learners

Brickmakers Wood work with children of all ages from Nursery up to Key stage 4 and also with adults.

Capacity

Mainly in groups of 6 students for half or full days. Can accommodate large numbers of students for 1 day school experiences.

Full Time / Part Time – Days offered / start and end times

PT placements normally for half or full days or 1 off school activity days.

Target Groups

| | | | | | |
|-----|------|-----|-------|-----|-----|
| KS1 | KS2 | KS3 | KS4 | KS5 | EAL |
| SEN | NEET | LAC | OTHER | | |

Brief description of curriculum offered

Current activities include: Woodland Habitat management, Outdoor Cookery, Wildlife and Habitat, Conservation, Fire Lighting, Flora and Forna, Woodland Arts and Crafts.

Subjects Qualifications

Non qualification based but Brickmakers Wood are looking at developing qualifications in the future.

Current schools, local authorities you currently work with

Raedwald Trust sites: Westbridge Academy, Lindbergh Campus

Expected Outcomes for learners

Brickmakers Wood will help students to develop practical skills in woodland management and develop life skills and employability skills for the future. The project also develops young people's confidence and self-esteem.

Description of pastoral support on offer

Brickmakers Wood work in correlation with the referral school to support any students pastorally passing on any information which can be used to support students to flourish.

Referral process

To work with Brickmakers Wood contact Jo Brooks who will support you through the referral process.

Name of Provider: EASTERN REGION TRAINING

EASTERN REGION TRAINING

AP Status

Alternative Provider and Further Education Provider

Contact details

Name: Chloe Smith Title: Vocational Skills Delivery Manager
Address: 6 Lower Street, Baylham Postcode: IP6 8JP
Tel: 01473 744412 Mobile: 07881342576
Email: chloe@easternregiontraining.co.uk

Age Range of Learners

14-24

Capacity

Can facilitate up to 15 students per day.

Full Time / Part Time – Days offered / start and end times

Can facilitate FT and PT places. Times can be from 9am – 4pm

Target Groups

| | | | | | |
|-----|------|-----|-------|-----|-----|
| KS1 | KS2 | KS3 | KS4 | KS5 | EAL |
| SEN | NEET | LAC | OTHER | | |

Brief description of curriculum offered

Eastern Region Training specialise in delivering industry recognised and sector specific training in construction (plumbing, carpentry, brick-laying) and warehousing skills.

Costs are £75 per student for a full day.

Subjects Qualifications

Eastern Region Training offer a range of qualifications with different awarding bodies from Entry Level 3 up to Level 2 in construction, warehousing and employability skills.

Current schools, local authorities you currently work with

Chantry High School, Apprenticeships with many Industry Companies in construction.

Expected Outcomes for learners

Learners are expected to complete specified qualifications in construction and warehousing.

Description of pastoral support on offer

Eastern Region Training works in partnership with the referral academy to support students if they need extra support and guidance. Most staff at ERT are level 2 CACHE IAG trained and have experience with juggling student's school and home life.

Referral process

Referral Process to be completed through Chloe Smith via attached form.

Name of Provider: GREEN LIGHT TRUST

GREEN LIGHT TRUST

AP Status

Green Light Trust is a charity based alternative provision offering students the opportunity to learn about nature and the environment through a wide range of conservation, bushcraft and woodland activities.

Contact details

Name: Jack Pynn

Title: Mr

Address: The Foundry, Bury Rd, Lawshall

Postcode: IP29 4PJ

Tel: 01284 830829

Mobile: 07716952471

Email: jack@greenlighttrust.org

Age Range of Learners

All ages

Capacity

Maximum of 6 students per group

Full Time / Part Time – Days offered / start and end times

Full Time – 10 am – 2pm

Price of 6 sessions with up to 6 students including lunch:

£1910.04 (2018 price)

£1972.78 (2019 price)

Part time – 9:30 – 11:30, 12:30 – 14:30

Price of 6 sessions with up to 6 students in each group and 2 groups in a day, including breakfast for group 1 and lunch for group 2:

£2521.29 (2018 price)

£2601.43 (2019 price)

Target Groups

KS1
SEN

KS2
NEET

KS3
LAC

KS4
OTHER

KS5

EAL

Brief description of curriculum offered

Working in a 24 acre woodland in Martlesham, we give students the opportunity to learn about nature and the environment through a wide range of conservation, bushcraft and woodland activities. Through engaging with Green Light Trust participants will try out a host of new practical tasks using a wide range of tools as well as increasing their knowledge of wildlife and nature.

Subjects

Conservation, Woodland Management, Bushcraft, Green Woodwork, Wildlife identification.

Qualifications

Where appropriate the following awards/qualifications can be worked towards:

- John Muir Discovery and Explorer Awards
- ABC in Practical Environmental and Conservation Skills - levels E3,L1

Current schools, local authorities you currently work with

Montgomery Road Campus, Olive Academy, Albany PRU, Debenham High School, County Upper High School

Expected Outcomes for learners

- Participants learn a wide range of new practical skills.
- Improved self-esteem and confidence
- Access to a unique setting for reflection and socialisation
- Improved teamwork, communication and risk management skills.
- Raised aspirations
- Improved employability
- An opportunity to achieve a relevant and recognised environmental qualification

Description of pastoral support on offer

Informal mentoring.

Name of Provider: LAPWING

LAPWING

AP Status

Lapwing are an alternative education provider focused on delivering bespoke 1:1, 2:1 and small group provision to young people with complex additional needs. Lapwing work with young people (aged 4 to 25) who experience barriers to accessing education, employment and society generally.

Contact details

Name: Will Fletcher Title: CEO and Head of Education
Address: 8a The Square, Martlesham Heath, Ipswich Postcode: IP5 3SL
Tel: 01473 621762 Mobile: 07501 969099
Email: WFletcher@lapwingeducation.com

Age Range of Learners

Aged 4 to 25

Capacity

15 Placements per day

Full Time / Part Time – Days offered / start and end times

Full Time and Part Time Placements are available and prices are dependent on package being sought.

Target Groups

| | | | | | |
|-----|------|-----|-------|-----|-----|
| KS1 | KS2 | KS3 | KS4 | KS5 | EAL |
| SEN | NEET | LAC | OTHER | | |

Brief description of curriculum offered

Lapwing offer many different qualifications including Functional Skills and vocational learning opportunities which are bespoke to each student.

Subjects Qualifications

| | | | |
|-------------------|--------------------|-------|---------|
| Functional skills | Entry level skills | GCSE | ASDAN |
| AQA | Arts Award | Maths | English |
| Science | PHSE | DT | |

Current schools, local authorities you currently work with

Suffolk County Council, Raedwald Trust

Expected Outcomes for learners

Learners can access vocational opportunities or follow qualifications in many different subjects depending on what is required.

Description of pastoral support on offer

Lapwing works in partnership with the referral academy to support students if they need extra support and guidance.

Referral process

Referral Process to be completed through Will Fletcher.

Name of Provider: (if different)

MUSICA

AP Status

Musica's objective is to promote, maintain and advance creative education through music, to improve the self-esteem, well-being and life chances of people of all ages who are disadvantaged by personal circumstances such as disability, ill health, poverty or isolation.

Contact details

Name: Tim Ainsley

Title: Mr

Address: Bank House, 129 High Street, Needham Market Postcode: IP6 8DH

Mobile: 07899 980524

Email: tim@timainslie.co.uk

Age Range of Learners

5-16

Capacity

1:1 to large group activities

Full Time / Part Time – Days offered / start and end times

Sessions are normally booked in hour or half hour sessions

Target Groups

KS1

KS2

KS3

KS4

KS5

EAL

SEN

NEET

LAC

OTHER

Brief description of curriculum offered

Music workshops including Guitar, Drums and Keyboards.

Subjects Qualifications

Rockschool

Current schools, local authorities you currently work with

Raedwald Trust, Stowmarket ASD Club

Expected Outcomes for learners

To develop musical skills and increase well-being and confidence.

Description of pastoral support on offer

Musica work closely with the referral school to identify students who are in need of pastoral support.

Referral process

Referral to Musica must be made through Tim Ainsley.

Name of Provider: NEW SKILLS CENTRE

NEW SKILLS CENTRE

AP Status

NSC are an Alternative Education Provision that supports young people between the ages of 11 and 24 years of age to learn skills and gain qualifications. NSC also offer social, emotional and behavioural support to address difficulties.

NSC educational provision supports those who face disability and / or disadvantage, and work with local schools and colleges to enable individuals to learn new skills and learn ways of coping with difficulties.

Contact details

Name: Elizabeth Bethell Title: Education Lead
Address: Wolsley House, 2-5 The Drift, Nacton Road, Ipswich
Postcode: IP3 9QR
Tel: 01473 290276 Mobile: 07904689824
Email: elizabeth@newskillcentre.org

Age Range of Learners

11-24

Capacity

1:1 or 1:2 Support Available for students
Groups of up to 6 for vocational Learning

Full Time / Part Time – Days offered / start and end times

Both Full Time and Part Time Placements are offered.

Target Groups

| | | | | | |
|------------|-------------|------------|--------------|-----|-----|
| KS1 SEN | KS2 NEET | KS3 LAC | KS4 OTHER | KS5 | EAL |
|------------|-------------|------------|--------------|-----|-----|

Brief description of curriculum offered

NSC offer a number of qualifications through ASDAN or AQA.

Subjects Qualifications

| | | | |
|-------------------|--------------------|-------|---------|
| Functional skills | Entry level skills | GCSE | ASDAN |
| AQA | Arts Award | Maths | English |
| Science | PHSE | DT | |

Current schools, local authorities you currently work with

Raedwald Trust, St Albans High School,

November 2018

Expected Outcomes for learners

Learners can access vocational opportunities or follow qualifications in many different subjects depending on what is required.

Description of pastoral support on offer

NSC offers in house counselling and a pastoral team to support students on site.

Referral process

Referrals must be made through Elizabeth Bethell who will have an agreed set of procedures for referring students.

Name of Provider: PLOT

PLOT
As above

AP Status

PLOT are an alternative education provision, offering both primary and secondary pupils who are not engaging in education the opportunities to learn within a vocational environment, developing confidence and effective communication.

Contact details

Name: Bev Clark Title: Head of Centre
Address: PLOT, Bridge and Ivy Farm, Wickham Market, Hachesdon
Postcode: IP13 0AA
Tel: 01728 747004 Mobile: 07505468327
Email: plotcic@gmail.com

Age Range of Learners

Key stage 1 – Key stage 4

Capacity

15 Learners per day

Full Time / Part Time – Days offered / start and end times

PT time placements of 1-2 full days but can offer half day placements.

Target Groups

| | | | | | |
|------------|-------------|------------|--------------|-----|-----|
| KS1 SEN | KS2 NEET | KS3 LAC | KS4 OTHER | KS5 | EAL |
|------------|-------------|------------|--------------|-----|-----|

Brief description of curriculum offered

Therapeutic Services, First Aid, Health and Hygiene Qualifications. NCFE/CACHE centre approved offering a range of qualifications. All qualifications on offer support and count towards progress 8.

Subjects Qualifications

NCFE/CACHE centre approved offering a range of qualifications.

Current schools, local authorities you currently work with

Raedwald Trust, Other High Schools in Suffolk

Expected Outcomes for learners

Learners have an individualised programme dependent on the skills they wish to learn with regular feedback from the provider on progress.

Description of pastoral support on offer

PLOT has a therapeutic therapist on site for students wishing to engage.

Referral process

Referrals to be made through Bev Clark.

Name of Provider: SOUTH STREET STUDIOS

SOUTH STREET STUDIOS

This is a collaboration agreement between Out Load Music and Ipswich Community Media.

AP Status

South Street Studios is a multimedia community hub catering for people from all walks of life to deliver new experiences. Our goal is to increase engagement of the arts within the area and the greater Eastern region, promoting a social change to improve access to the arts for all.

Contact details

Name: Jo Bailey

Title: Director of Outload Music

Address: South Street Studios, 6 South Street, Ipswich Postcode: IP1 3NU

Tel: 01473 852555

Email: info@outloudmusic.org

Name: Bruce McGregor

Title: Director of Ipswich Community Media

Address: Ipswich Community Media The International House 6 House Street Ipswich

Postcode: IP1 3NU

Tel: 01473 852555

Mobile: 07881958011

Email: bruce@ipswichcm.org.uk

Age Range of Learners

12-16 years

Capacity

Can facilitate 1: sessions or groups of up to 8 students.

Full Time / Part Time – Days offered / start and end times

Sessions are:

One to One Engagement: £55 ph

Groups of up to 8 students £65ph

Target Groups

KS1

KS2

KS3

KS4

KS5

EAL

SEN

NEET

LAC

OTHER

Brief description of curriculum offered

South Street Studios have a huge offer of different mixed media and musical opportunities.

Subjects Qualifications

November 2018

23

Can offer Music based qualifications if required.

Current schools, local authorities you currently work with

Suffolk County Council, Youth Offending, Raedwald Trust

Expected Outcomes for learners

Learners have an individualised programme dependent on the skills they wish to learn with regular feedback from the provider on progress.

Description of pastoral support on offer

South Street Studios works in partnership with the referral academy to support students if they need extra support and guidance.

Referral process

Referrals to be made through Bruce MacGregor or Joe Bailey.