

Complaints Procedures

It is important that we know when people are not satisfied with the service offered at the Centre. We can then act on these problems to ensure it never happens again or that a procedure is put into practice to make your environment more comfortable for you.

We want parents, carers, and students to feel able to express any concerns in an open way. We would encourage problems to be discussed with the Headteacher, but if you remain unhappy about the issues under discussion, you can write to:

Mrs M McIntyre
SEO Inclusion & Access
Directorate of Lifelong Learning
Plymouth PL1 1AA
Telephone: 307188



CENTRE FOR Young PARENTS
Plymouth

Aims of the Centre

- ◆ To help students reach their potential in a secure, caring environment.
- ◆ To offer positive links with the student's school, which lessens any possible feelings of exclusion and isolation.
- ◆ To build on information provided by schools about student's abilities, and to set realistic targets for achievement.
- ◆ To build the mothers' self esteem and give a positive experience to end their compulsory education.
- ◆ To improve life skills, careers education and guidance to achieve a smooth transition into further education, training, employment or full-time parenting.
- ◆ To provide information to outside agencies and schools about our practice, and be accessible to health educators in order to support their work in the community.
- ◆ To recognize the needs of our students in relation to pregnancy and parenthood and to meet these with the support of outside agencies.
- ◆ To help students develop understanding and respect for other people and themselves.
- ◆ To provide quality childcare, and a stimulating, secure environment in which babies and toddlers can thrive.
- ◆ To encourage the involvement of young fathers and grandparents in the work of the Centre.



WHITLEIGH WISE OWLS NURSERY

Sandra Hallows, Senior Nursery Nurse

Tanya Reed, Nursery Nurse

Tamsin Lewis, Nursery Nurse

As fully qualified Nursery Nurses (NNEB) with additional qualifications in First Aid and Health and Hygiene we can provide:

Support and advice from day one through our Parenting programme where you will spend time with your child's key care worker (Sandra or Tanya) down in the nursery.

A safe and stimulating environment for your baby.

Plenty of learning experiences that involve stimulating your babies such as:

- ◆ Group singing and story sessions.
- ◆ Music and dance.
- ◆ Treasure baskets.
- ◆ Textured books and toys.
- ◆ Food play—pasta, baked beans and mashed potato!
- ◆ Painting, gluing and making.
- ◆ Outdoor activities.

Plenty of comfort and cuddles.

High standards of Hygiene when feeding, nappy changing etc.

Support in providing your baby with a routine both at nursery and at home.

Before you return to the Centre from maternity leave, Sandra will arrange a home visit to talk with you (and the baby's dad and your parents if you would like) about your baby's needs, comforts and routines. You will be given a booklet in which important information can be recorded and it tells you about all the important stuff that happens in the nursery like nappy changing procedures.



Welcome to the Centre for Young Parents



***Amy Bedingfield
Connexions***

I make sure I meet all the young parents who attend the Centre and discuss their ideas for the future. I can identify any extra support they may need to enable them to consider all options available for the future.

OTHER VISITORS

We have lots of other visitors at the Centre who contribute to our lessons, e.g., counsellors, artists (poets, silk painters), health advisors, police officers, Connexions Careers advisors, and drama specialists. Occasionally, we will have visitors interested in the role of the centre in the community.

If you are reading this after our first meeting you are probably still in a bit of a state of shock — after all, you hadn't been planning to leave your school and your friends at this stage in your life! Don't worry, everyone here has been in a similar situation to you, and you will find tremendous support at the centre.

You will receive help not only in preparing for the birth of your baby, and the joys and responsibilities of parenting, but also in keeping your education on track so that you are able to access further education, training or employment when you leave school.

I can't pretend that it will always be easy but we aim to support you as much as possible. Many students who have joined us have achieved far more than they had hoped for in their exams, and they left us as strong, confident and responsible parents.

I'm sure you will too! We are looking forward to welcoming you!

Liz Salway
Headteacher



WoodView Learning Community

This unique and innovative federation is based in Whitleigh in the North West of Plymouth. It's made up of three schools—Whitleigh Community Primary School, Woodlands Community Special School and Sir John Hunt Community Sports College. In addition there is a Pupil Referral Unit for Young Parents, a neighbourhood nursery, a Children's Centre and provision for Youth. Each school has their own Headteacher and in the case of the Centre for Young Parents, an Advisory Committee.



My role as Director of Campus is to coordinate and link partners together to gain access to a fantastic range of resources whether that be buildings, staffing or teaching materials. On a day to day basis you will see much of the nursery and children up to 5 years old. This will give you opportunities to gain first hand experience of how children and young people develop. Furthermore you will also have the opportunity to engage with older students on site who are doing similar course work to you.

I am always impressed with the day to day environment and caring ethos of the Centre for Young Parents. You will have your challenges but rest assured the support and guidance offered to you whilst on our campus is of the highest quality.

John Butcher
Director of Campus

CENTRE UNIFORM

CLEAN

COVERED

COMFORTABLE

EMERGENCY PHONE NUMBER

07599086041

To be used by members of family, professionals
Who may wish to contact you in lesson time.

REWARDS

SPEND or SAVE REWARD POINTS

For every 50 Points =
£5 voucher of your Choice



Kim Palmer
Counsellor for Young People

I am available on a weekly basis to offer a safe, confidential space where all your worries and concerns can be listened to.

Pregnancy and motherhood can be a very emotional and sensitive time for some of you, but by sharing your thoughts and feelings, it will enable us to understand and explore ways of coping.

Your situation is unique and you can be sure your individual needs will be considered.

Parent Support Advisor

- ◆ Provides impartial confidential support and information
- ◆ Help with reports, letters and other paperwork
- ◆ Help in contacting other agencies and services
- ◆ Help with Parents Support Groups
- ◆ Offer a listening ear

Contact:

Paul Benting
Old Treasury Building
Catherine Street
Plymouth
PL1 2AD
01752 258933
paul.benting@plymouth.gov.uk

**CODE OF CONDUCT
2010-2011**



***Teenage Pregnancy
Midwife***

A specialist Midwife visits the Centre for Young Parents at least once a week during term time. She works closely with all the other midwives who work in Plymouth and can offer additional support and advice to students and their families.

Each week an antenatal clinic is held at the Centre where those students who are pregnant can receive their antenatal check-ups, discuss any concerns or just pop in to listen to their baby's heartbeat. Preparation for the birth are given in sessions at the Centre for those students who are coming up to their due date. We cover things like Labour, Pain Relief and what to expect when you become a parent. We even manage a tour of the Maternity Unit!

Support is given to students who wish to link in with things that are going on for young parents in Plymouth, appointments for housing or benefit advice can be arranged and also a visit to the home of a student if they are unwell or has just had her baby. Any student can pop in and see the midwife with any health concern whenever one is at the Centre and the midwife will always do their best to provide appropriate support and advice.

1. The Centre Dress Code means we can choose what we wear but must be "Clean, Covered and Comfortable".
2. We should be on time unless there is a good reason not to be.
3. We should be kind and helpful to others around us and especially welcoming to new students.
4. We should take care of equipment and resources and keep all areas of the Centre clean and tidy.
5. We should always be responsible for our personal belongings.
6. Mobile phones cannot be used in class or the nursery. The emergency phone number is 07599086041.
7. We should not distract others whilst they are working but if we are having a bad day it is okay to ask for "time out".
8. We should not swear around adults and babies.
9. We should listen to the opinions of others even if we do not agree with them.

Sanctions

1. If I attend the Centre inappropriately dressed I will work in isolation for the day.
2. If I fail to ask for "time out" and staff feel it is needed, they will ask me to leave the room and I must co-operate
3. If anybody hears me swearing around adults or babies they will give me one warning, if I don't stop I will work in isolation.
4. If I fail to participate in a lesson without good reason I will be isolated.

Attendance

Attendance here is not only compulsory but a very important element in achieving success. If you cannot attend for any reason, the Headteacher or administrator must be notified prior to or on the day of the absence. Messages may be left by calling **237696, 237697 or texting 07825202268**. Attendance concerns will be referred to the Education Welfare Officer. If your absence is due to the illness of your baby, prolonged morning sickness etc you can claim attendance by completing work from the blue box.

When you have your baby you are given six weeks maternity leave. If you choose, you can come back early or for exams, and we can also send work home for you – but, only if you request it!

Travelling

You will be provided with a bus pass or relevant bus fare until you are 28 weeks pregnant. Then we provide a taxi to bring you to and from school every day at a substantial cost to the Centre.

If you are ill or can't attend for any reason it is important to cancel your taxi. Taxis may be cancelled by calling

***01752 237696 / 07825202268(School Mobile)
before 8am***

If there are three incidents of failing to cancel your taxi, the taxi will no longer be provided and you will be issued a travel pass that will allow you to travel by bus.

Equal Opportunities

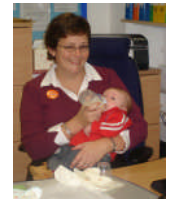
Every effort is made to provide each student with the best possible opportunity to achieve success in a comfortable, supporting and welcoming environment.

Ele Phippen—Teaching Assistant



During your time here at the centre, we'll see quite a lot of each other. I'll be around to help out whether you are in lessons, spending time in the nursery or generally around the centre. Being such a small unit, we all get to know each other pretty well so if you have any worries or just need a chat, I'll try to help or put you in touch with someone who can. Looking forward to meeting you soon.

Joanne Warn—Administrator



You'll see me around and about the Centre, when you sign in the mornings, ordering lunches and dealing with transport for you and your babies. I also deal with all the Centre's administration work and generally help out when needed by the Headteacher and staff. I'm always available for anyone who needs a chat or some help and as you can see a quick cuddle with the babies!

Jo Tyrrell—Education Welfare Officer



I drop in regularly to keep an eye on the attendance figures, as without doubt regular attendance is the only way you are going to achieve the best for yourself and your baby. I also work with other agencies to support families and young people.

PSHE



While you are at the Centre you will join in weekly PSHE sessions that cover all sorts of topics from sexual health and relationships to drugs and decision making. You will have lots of opportunity for discussion and asking questions if you want to. All the lessons are aimed at:

- Developing confidence and responsibility and making the most of your abilities
- Developing a healthy, safer lifestyle
- Developing good relationships and respecting the differences between people.

These lessons are well supported by a range of health professionals who can provide you with the most up to date information and many can offer further support and advice outside of lesson time should you need it.

P.E.



In order to comply with the "Healthy Schools" initiative we run compulsory weekly PE lessons for all of our students. The sessions can include any kind of activity, many of which are chosen by the students themselves, and currently range from table tennis, boxercise and weight training to yoga and relaxation classes!

All of the sessions are led by a qualified ante and postnatal exercise teacher and the needs of the students are always taken into careful consideration. One to one consultations are also offered giving the students an opportunity to focus on their own personal exercise programme and any problem areas they feel they may have.

Recently members of staff have taken to joining in with the sessions in order to keep up with the students.

Timetable 2010/2011

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
09:30	Maths	Child Dev	Art & Design	English	PfWL
10:20	CLAIT	Child Dev	Art & Design	English	Citizenship
11:10—11:30 B R E A K					
11:30	English	Maths	Science	Maths	Food & Nutrition
12:20	English	Science	Science	CLAIT/ ICT	Food & Nutrition
1:10—2:00 L U N C H					
2:00	Child Dev	PSHE	Parenting	PE	PSHE/ Parenting

Arrival—From arrival time until the first lesson, the girls enjoy a cup of tea, coffee or hot chocolate in the Social Base. It's a time to chill and chat. Students with babies settle them into the nursery. The nursery nurses are available to answer any queries and provide support.

Break time —Healthy eating is encouraged so bring a healthy snack. A microwave and sandwich toaster are available for you to use in the Social Base. Fresh fruit is always available.

Lunchtime—Lunches are provided by Sir John Hunt Community College for a small charge unless you are entitled to free school meals. With our new facilities, we are keen to try our hand at having the students prepare their own meal from time to time.

End of Day—3:00 p.m.

Subjects & Schemes

We offer many subjects up to GCSE level providing you with the opportunity to go on to further education.



Subjects available up to GCSE level include:
English,
English Literature,
Mathematics,
Science,
Child Development,
Art and Design,
Citizenship and ICT (both Short Courses).

At certificate level we offer:
CLAIT—Computer Literacy and Information
Technology
AQA Unit Awards
Science

PE, Life Skills and PSHE add variation to the curriculum. You also have Tutorial Time when you can see the midwife or Health Visitor.

CONTACT WITH YOUR SCHOOL

At the first meeting I will request information about you and on the work you have already done. We actively encourage you to stay in touch with your school.

PARENTING



At the request of students, the weekly parenting sessions provide opportunities for you and your baby to get involved in a range of craft and play based activities. While you are pregnant there are opportunities to make things for your baby such as memory boxes. Our dedicated Nursery Nurses will also take time out with each student to explore issues and ideas around parenting skills. These sessions will be supported by Suzanne, Nursery Staff and visitors who can offer relevant and stimulating activities.



Preparation for Working Life

This is an accredited Level 1 / Level 2 course for life after school. It covers information about life in Britain today, details of budgeting, banking and pay. Also included is help writing CV's, job applications, interview techniques and a whole lot more.

ART

In our Art lessons, we enable students to pursue personal interests and to sit *G.C.S.E. Art and Design* or develop *Vocational Studies*, where appropriate. Lessons are friendly, constructive, and experimental. Students are actively encouraged to produce interesting and varied coursework or vocational work in a wide range of media and resources.



Charlotte Wilkes

FOOD & NUTRITION

The aim of this course is to help you gain knowledge and understand the importance of making good choices when it comes to eating snacks and meals. We all want the best for our children so I will share with you the best way of achieving this when feeding yourself and your baby.

One of the important things you can do for your child is to encourage them to eat well balanced meals. To do this, you need to gain some knowledge in nutrition. The best way of learning all these things is by actually preparing and cooking food and then sitting together and eating it for lunch.



Lynn Hodgkins

ENGLISH

Here you will be able to carry on and improve and achieve the English and English Literature *GCSEs*.

You have the chance to catch up on course work and orals if you're behind. Sometimes we watch television programmes that relate to a studied subject. We also provide books, magazines, and newspaper articles to read as well as discussing our work.

Small classes means you will get more individual attention and the atmosphere is informal, relaxed and friendly.



Marilyn Cowan

CITIZENSHIP

This subject is taught for just one period a week, but it is possible to get a Short Course *GCSE* if all the course requirements are covered.

The course falls into three topics:

- ◆ School, Work, and the Local Community
- ◆ National and European Citizenship
- ◆ Global Citizenship
- ◆

Discussion about a range of issues is always encouraged, as the aim of the course is to get students thinking about what makes an active citizen, and about roles and responsibilities in many areas of life. Students working towards *GCSE* have to complete a piece of coursework which involves them planning and undertaking an activity in the community.

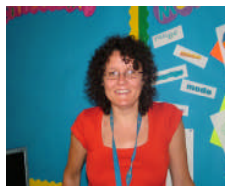


Liz Salway

SINGLE SCIENCE

Whatever your level of science knowledge, we can offer you a science course to meet your needs. You can work towards a GCSE in Science (OCR Gateway) where you will study 6 key topics, carry out a variety of short practical skills and produce a piece of coursework called Science in the News. Exams for this qualification are available in January and June. You might follow the Entry Level Science course which enables you to cover a wide variety of topics in smaller units with a short test at the end of each. This course enables you to accumulate points and gain certificates as you progress through it. There are also AQA Unit Awards which can be completed in a range of science topics.

During the lessons you will be able to join in class activities and discussions, have fun carrying out practical work, use ICT to produce impressive pieces of display and course work.



Suzanne Hehir

CHILD DEVELOPMENT

The aim of the course is for you to gain a better understanding of issues very relevant to you.

These are:

- pregnancy
- care of newborn
- feeding and weaning
- development
- child care issues.

This informative course will give you plenty of opportunity to research and present topics that interest you and much of this will contribute to the essential coursework component.

There is the opportunity to take GCSE Child Development for those students who are able to cover sufficient course requirements. The AQA Unit Award scheme offers the chance to gain certificates for your record of achievement.

Throughout this course you will be well supported by health professionals such as the midwife and health visitor. There will be plenty of opportunity to ask questions, join in discussions or simply get some advice from someone who knows!

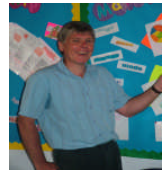


Suzanne Hehir

ICT

Girls come to us with all different experiences of computers. Therefore, to start with, everyone will have a go at getting a Stage One pass at New CLAiT (Computer Literacy And Information Technology). This is a modular course and you choose which modules to study—including Internet, Computer Art and Desktop Publishing. Some girls go on to GCSE ICT or CLAiT Plus depending on length of stay and ability.

We recently purchased a lot of amazing new equipment with the move into our new building.



Mervyn Quilter

MATHS

Maths lessons will be set at an appropriate level for individual students.

It is our aim to make lessons fun with a variety of teaching resources. Most students will take GCSE Maths at either Higher or Foundation. We use the OCR Linear exam. Coursework has finished for those students entering Year 10 in September 2007 and later.



Mervyn Quilter