

TOGETHER
we Make a
DIFFERENCE

COMMISSIONER PACK

SPECIALIST INTERVENTION SUPPORT
FOR CHILDREN AND YOUNG PEOPLE



RELATIONSHIP LED • STRENGTHS BASED • OUTCOMES FOCUSED

TOGETHER, WE MAKE A DIFFERENCE.

TOGETHER we Make a DiFFerence

TOGETHER WE MAKE A DIFFERENCE

A SPECIALIST INTERVENTION PROVIDER

DELIVERING A COMPLETE PATHWAY OF SUPPORT

SPECIALIST • RELATIONSHIP • COMPLETE • OUTCOME FOCUSED • MULTI AGENCY • LASTING IMPACT.



SPECIALIST

Tailored support for children and young people with complex needs and high-risk situations.



RELATIONSHIP

We build trust first. Strong relationships create the foundation for real change.



COMPLETE

More than mentoring. We provide a full pathway of support across education, intervention and life.



OUTCOME FOCUSED

Our work is driven by clear outcomes that improve behaviour, engagement and wellbeing.



MULTI AGENCY

We work closely with schools, families and professionals to deliver joined-up, effective support.



LASTING IMPACT

We create meaningful, sustainable change that helps young people build better futures.

WE ARE **NOT JUST** A MENTORING ORGANISATION.

WE ARE A SPECIALIST INTERVENTION PROVIDER COMMITTED TO SUPPORTING CHILDREN AND YOUNG PEOPLE **AT THE RIGHT LEVEL, AT THE RIGHT TIME, FOR LASTING CHANGE.**

**TOGETHER
WE MAKE A
DIFFERENCE**

FRAMEWORK APPROVED



TRUSTED. COMMISSIONED. DELIVERING IMPACT.

TWMAD is an approved provider on the Staffordshire County Council
Children & Young People's Flexible Framework.

We deliver targeted intervention to schools, SEND & Inclusion Hubs,
and local authorities across Staffordshire.

Supporting children and young people at risk of exclusion,
disengagement, exploitation, and placement breakdown.



**STAFFORDSHIRE
COUNTY COUNCIL**

APPROVED PROVIDER

**CHILDREN & YOUNG PEOPLE'S
FLEXIBLE FRAMEWORK**



QUALITY • SAFETY • OUTCOMES



STAFFORDSHIRE FRAMEWORK APPROVED

Proud to be an approved provider
on the Staffordshire Children &
Young People's Flexible
Framework.



LOT 1 DELIVERY TARGETED INTERVENTION

Delivering high-quality targeted
interventions that prevent
escalation and improve outcomes
for young people.



LOT 2 DELIVERY SKILL DEVELOPMENT

Offering skill development
programmes that build
confidence, resilience and
future opportunities.



SEND & INCLUSION HUBS

Working closely with SEND &
Inclusion Hubs to provide the
right support at the right time
for every child.



LOCAL AUTHORITIES & LMGs

Commissioned by Local
Authorities, LMGs and partners
to deliver trusted, flexible
support at scale.



EADPR ACCESS READY

WE ARE EADPR ACCESS ENABLED



TWMAD is set up to receive referrals directly via the Electronic
Access to Desired Provision (EADPR) system, making it easier
for professionals to refer and commission support.



Simplified referrals



Secure & compliant



Faster access
to support



**REAL SUPPORT.
REAL CHANGE.
REAL IMPACT.**



ENGAGING YOUNG PEOPLE
We build trust and engage
young people others
struggle to reach.



OUTCOME FOCUSED
Every intervention is
structured around
measurable impact.



PARTNERSHIP DRIVEN
We work in strong
partnership with schools,
Hubs and local authorities.



SAFEGUARDING FIRST
Safeguarding is at the
heart of everything
we do.

**TOGETHER,
WE MAKE A
DIFFERENCE.**

A STRUCTURED PATHWAY OF SUPPORT

TOGETHER
we Make a
Difference

SUPPORTING CHILDREN AT THE RIGHT LEVEL, AT THE RIGHT TIME.

1

RAPID RE-ENGAGEMENT

EARLY INTERVENTION
BUILD ENGAGEMENT EARLY



Build trust and connection



Improve confidence
and resilience



Develop emotional
awareness



Make positive choices

SHORT TERM • 1:1 MENTORING
EARLY SUPPORT • PREVENT ESCALATION

2

INTENSIVE INTERVENTION

STABILISE & CHANGE
STABILISE BEHAVIOUR AND RISK



Reduce risk-taking
behaviours



Improve emotional
regulation



Build accountability
and decision-making



Increase engagement
and routines

HIGH FREQUENCY • 1:1 MENTORING
INTENSIVE SUPPORT • LASTING CHANGE

3

SPECIALIST INTERVENTION

HIGH INTENSITY SUPPORT
PROVIDE STRUCTURE & SAFEGUARD
HIGH-RISK CASES



Daily structure
and consistency



Alternative provision
options



Safeguarding and
risk management



Pathway to education,
training & independence

HIGH INTENSITY • 1:1 OR 2:1 SUPPORT
HALF DAY / FULL DAY • STABILITY

EVERY CHILD IS DIFFERENT.
EVERY NEED MATTERS. EVERY PATHWAY IS POSSIBLE.



SERVICE COMPARISON

A structured pathway of support –
Supporting children at the right level, at the right time.



	 RAPID RE-ENGAGEMENT Build engagement early	 INTENSIVE INTERVENTION Stabilise behaviour and risk	 SPECIALIST INTERVENTION Provide structure and safeguard high-risk cases
 PURPOSE	Early intervention	Stabilise high-risk situations	High-intensity / alternative provision
 BEST FOR	Emerging concerns, disengagement	Risk of exclusion, escalation	Complex cases, high risk, AP required
 LEVEL OF SUPPORT	Low–moderate	High	Very high / flexible
 DELIVERY	1:1 mentoring	1:1 mentoring (higher intensity)	1:1 or 2:1, half / full day provision
 HOURS PER WEEK	Approximately 2 hours	3–6 hours	6–30+ hours
 WORKBOOK	Lite Workbook	Full Workbook	Flexible Workbook (adapted)
 FOCUS AREAS	Confidence, resilience, emotional awareness, engagement	Behaviour change, regulation, decision-making, risk reduction	Safeguarding, risk management, complex needs, stability, routine
 OUTCOMES	Re-engagement, confidence, improved behaviour	Reduced risk, improved regulation, consistent engagement	Stability, safety, reintegration or progression
 PATHWAY ROLE	Entry point	Core intervention	Complex / long-term support
 INVESTMENT	£1,500	£3,000	Tailored package

**FLEXIBLE.
RESPONSIVE.
EFFECTIVE.**



Support levels are **flexible** and can be adjusted based on need and available funding.



Each level provides the **right balance** of support, structure, and intervention based on the level of need.



THE RIGHT SUPPORT, AT THE RIGHT TIME, MAKES ALL THE DIFFERENCE.



TOGETHER
We Make a
DIFFERENCE

TWMAD

BEHAVIOUR CHANGE FRAMEWORK

REAL CONNECTIONS
REAL **CHANGE**
REAL FUTURES



RELATIONSHIP LED. STRENGTHS BASED. OUTCOMES FOCUSED.

A structured approach that supports children and young people to make **positive choices**, build **resilience** and **achieve their potential**.



RELATIONSHIP & ENGAGEMENT

- Build trust
- Create safety
- Understand the young person
- Identify strengths
- Set the foundation for change

WE BUILD TRUST FIRST – NOTHING CHANGES WITHOUT IT.



RESOURCES & TOOLS

- Access the right resources
- Age-appropriate tools
- Evidence-informed materials
- Support both young people and families

THE RIGHT RESOURCES HELP YOUNG PEOPLE UNDERSTAND AND GROW.



WORKBOOKS & STRUCTURE

- TWMAD Activity & Action Workbooks
- Guided sessions
- Structured learning
- Reflection and self-awareness
- Track progress visibly

STRUCTURE CREATES CLARITY. CLARITY CREATES CHANGE.



MENTORING

- 1:1 or group mentoring
- Consistent role models
- Challenging conversations
- Support, guidance and accountability
- Empowering young people

MENTORING BUILDS CONFIDENCE, GUIDES DECISIONS AND CREATES BELIEF.



ACTIVITIES & EXPERIENCES

- Engaging, purposeful activities
- Real-life learning
- Positive experiences
- Community involvement
- Build skills and resilience

REAL EXPERIENCES BUILD REAL SKILLS AND REAL CONFIDENCE.



OUTCOMES & PROGRESS

- Measurable progress
- Improved behaviour
- Increased emotional regulation
- Better decision-making
- More engagement in education

SMALL WINS LEAD TO BIG CHANGE.



EDUCATION & ENGAGEMENT

- Re-engage in learning
- Improve attendance
- Build positive relationships
- Achieve academic and personal goals
- Strengthen aspirations

ENGAGEMENT OPENS DOORS TO LEARNING AND OPPORTUNITY.



PREPARATION FOR ADULTHOOD

- Life skills
- Independence
- Employment readiness
- Positive futures
- Breaking cycles
- Giving back

PREPARED FOR ADULTHOOD. READY FOR LIFE.

EVERY STEP IS CONNECTED. EVERY STEP MATTERS.



RELATIONSHIP

We build strong, trusting relationships with young people and families.



SAFETY

We create safe spaces for open, honest conversations.



EMPOWERMENT

We empower young people to make positive choices and take control.



ACCOUNTABILITY

We challenge and support young people to take responsibility.



COLLABORATION

We work with families, schools and partners together.



GROWTH

We focus on progress, not perfection. Every day.



FUTURE FOCUS

We prepare young people for brighter, safer and more successful futures.

CHANGING BEHAVIOUR. BUILDING FUTURES. TOGETHER WE MAKE A DIFFERENCE.

RAPID RE-ENGAGEMENT

BUILD TRUST.
BUILD CONFIDENCE.
BUILD A BETTER
FUTURE.



EARLY INTERVENTION TO PREVENT ESCALATION AND REBUILD ENGAGEMENT

WHEN TO USE THIS PROGRAMME

When a young person is:

- ✓ Beginning to disengage or has been disengaged from education
- ✓ Displaying emerging behavioural concerns
- ✓ Influenced by negative peer groups
- ✓ At risk of escalation if support is not put in place early



Early intervention at this stage can prevent the need for more intensive support later.

WHAT THIS PROGRAMME DOES

The Rapid Re-Engagement Programme provides:

- ✓ Immediate connection with a consistent mentor
- ✓ Structured 1:1 mentoring sessions
- ✓ Early assessment of behaviour, needs, and risk
- ✓ Practical strategies to improve engagement and decision-making



Delivered using the TWMAD Behaviour Change Framework.

WHAT THIS PROGRAMME DELIVERS

- ✓ Rapid engagement with a trusted adult
- ✓ Consistent, structured sessions
- ✓ Clear focus on behaviour and decision-making
- ✓ Early identification of further needs
- ✓ A completed workbook demonstrating progress



EXPECTED OUTCOMES



- ✓ Re-engagement with education or routine
- ✓ Improved emotional awareness
- ✓ Better communication and behaviour
- ✓ Increased confidence and self-reflection
- ✓ Reduced risk of escalation



HOW IT IS DELIVERED

- ✓ 1:1 mentoring support
- ✓ Typically 1-2 sessions per week
- ✓ Delivered in school, community, or home (where appropriate)
- ✓ Flexible and responsive to individual need



STRUCTURED THROUGH THE TWMAD LITE WORKBOOK

A key part of this programme is the completion of the TWMAD Activity & Action Lite Workbook.

THIS PROVIDES:

- ✓ A clear structure for each session
- ✓ Guided reflection and discussion
- ✓ Practical exercises linked to real-life situations
- ✓ A tangible record of progress

FOCUS AREAS INCLUDE:

- ✓ Understanding behaviour and triggers
- ✓ Managing emotions and reactions
- ✓ Decision-making and consequences
- ✓ Confidence and self-awareness
- ✓ Peer influence and choices



The completed workbook provides evidence of engagement, learning, and progress.



PART OF A WIDER SUPPORT PATHWAY

This programme can:

- ✓ Act as early intervention
- ✓ Identify young people needing further support

Lead into:

- Intensive Intervention Programme
- Bespoke Support



INCLUDES:

- ✓ Structured mentoring sessions
- ✓ Workbook and resources
- ✓ Planning, delivery, and coordination
- ✓ Safeguarding and communication

KEY PRINCIPLE

Early intervention reduces escalation and the need for more intensive support.



TWMAD SERVICES FORM A STRUCTURED PATHWAY OF SUPPORT

a.

RAPID RE-ENGAGEMENT EARLY INTERVENTION



Build engagement early and prevent escalation.



b.

INTENSIVE INTERVENTION STABILISATION AND BEHAVIOUR CHANGE



Stabilise high-risk situations and create lasting change.



c.

SPECIALIST PROVISION HIGH-INTENSITY AND ALTERNATIVE PROVISION



Provide structure, safeguard and support complex needs.

INTENSIVE INTERVENTION PROGRAMME

CONSISTENT
SUPPORT.
REAL CHANGE.
BETTER FUTURES.



**STABILISING HIGH-RISK SITUATIONS AND
CREATING LASTING BEHAVIOUR CHANGE**

WHEN TO USE THIS PROGRAMME

When a young person is:

- ✓ At risk of exclusion or permanent placement breakdown
- ✓ Involved in or vulnerable to exploitation or high-risk behaviour
- ✓ Displaying persistent behavioural concerns
- ✓ Already disengaged from education or routine
- ✓ Requiring consistent, high-level intervention



At this stage, consistent and intensive support is critical to stabilise the situation.

WHAT THIS PROGRAMME DOES

The Intensive Intervention Programme provides:

- ✓ A consistent, trusted mentor with increased contact
- ✓ High-frequency 1:1 mentoring sessions
- ✓ Support across school, home, and community environments
- ✓ Direct work on behaviour, decision-making, and risk
- ✓ Ongoing communication with professionals



Delivered using the TWMAD Behaviour Change Framework.

WHAT THIS PROGRAMME DELIVERS

- ✓ Consistent, high-level mentoring support
- ✓ Intensive engagement with a trusted adult
- ✓ Direct intervention in behaviour and risk
- ✓ Structured progression through the full workbook
- ✓ Stronger oversight and communication
- ✓ A completed workbook demonstrating measurable progress



EXPECTED OUTCOMES

- ✓ Reduced high-risk behaviours
- ✓ Improved emotional regulation
- ✓ Re-engagement with education or structured routine
- ✓ Safer decision-making
- ✓ Increased stability across settings
- ✓ Greater accountability and self-awareness



HOW IT IS DELIVERED

- ✓ 1:1 mentoring support
- ✓ Typically 3–5 sessions per week
- ✓ Delivered across school, home, and community
- ✓ Flexible and responsive to risk and need
- ✓ Higher level of consistency and contact



STRUCTURED THROUGH THE FULL TWMAD WORKBOOK

A key part of this programme is the completion of the TWMAD Activity & Action Workbook (Full Programme).

THIS PROVIDES:

- ✓ A structured journey through behaviour change
- ✓ Deeper reflection and accountability work
- ✓ Practical exercises linked to real-life situations
- ✓ Clear progression across sessions
- ✓ A tangible record of development and outcomes

CORE FOCUS AREAS:

- ✓ Behaviour, triggers, and consequences
- ✓ Emotional regulation and control
- ✓ Decision-making under pressure
- ✓ Identity, confidence, and self-worth
- ✓ Peer influence, risk, and safety
- ✓ Aspirations and future planning



The completed workbook provides clear evidence of sustained engagement and behavioural progress.



PART OF A WIDER SUPPORT PATHWAY

This programme can:

- ✓ Build on Rapid Re-Engagement
- ✓ Stabilise high-risk situations
- ✓ Prepare young people for reduced support

May lead into:

- Step-down support
- Group intervention programmes
- Ongoing targeted support



INCLUDES:

- ✓ Intensive mentoring support
- ✓ Full workbook programme
- ✓ Planning, delivery, and coordination
- ✓ Safeguarding and multi-agency communication
- ✓ Ongoing monitoring and reporting

KEY PRINCIPLE

This programme provides the level of consistency and structure needed to stabilise high-risk situations and create lasting change.



TWMAD SERVICES FORM A STRUCTURED PATHWAY OF SUPPORT

a.

RAPID RE-ENGAGEMENT

EARLY INTERVENTION



Build engagement early and prevent escalation.



b.

INTENSIVE INTERVENTION

STABILISATION AND BEHAVIOUR CHANGE



Stabilise high-risk situations and create lasting change.



c.

SPECIALIST PROVISION

HIGH-INTENSITY AND ALTERNATIVE PROVISION



Provide structure, safeguard and support complex needs.

INTERVENTION & ALTERNATIVE PROVISION

FLEXIBLE, HIGH-INTENSITY SUPPORT FOR YOUNG PEOPLE
REQUIRING **STRUCTURE, SAFETY AND STABILITY**



WHEN TO USE THIS SERVICE

This service is designed for young people who:

- ✓ Are unable to engage in mainstream education
- ✓ Require alternative provision
- ✓ Present high levels of risk or complexity
- ✓ Need consistent, structured daily support



This is high-intensity support for complex needs beyond standard provision.

WHAT THIS SERVICE DOES

We provide flexible, high-intensity mentoring and alternative provision that:

- ✓ Creates structure and routine where it is missing
- ✓ Stabilises behaviour and reduces risk
- ✓ Replaces or supplements school provision where needed
- ✓ Builds engagement through consistent relationships
- ✓ Supports long-term change through targeted intervention



Delivered using the TWMAD Behaviour Change Framework.

DELIVERY OPTIONS



SHORT-DAY PROVISION (3 HOURS)

- Targeted intervention
- Ideal for early-stage or partial engagement



FULL-DAY PROVISION (UP TO 6 HOURS)

- Alternative to a full school day
- High-intensity support for disengaged or high-risk young people
- Focus on structure, routine, and sustained engagement



WHAT THIS INCLUDES

- ✓ Dedicated Mentor (1:1 or 2:1)
- ✓ Structured Intervention Framework (behaviour, emotional regulation, decision-making)
- ✓ Activity-Based Engagement (real-life learning and motivation)
- ✓ Tailored Learning Modules (practical tools for change)
- ✓ Multi-Agency Coordination
- ✓ Safeguarding & Reporting



We work closely with all key professionals to ensure consistent, joined-up support.



STRUCTURED THROUGH THE TWMAD WORKBOOK

A key part of this service is the use of the TWMAD Activity & Action Workbook (adapted).

THIS PROVIDES:

- ✓ A consistent structure across sessions
- ✓ Clear focus on behaviour, decision-making and emotional regulation
- ✓ Practical tools tailored to the individual
- ✓ A framework for tracking engagement and progress

IN SPECIALIST PROVISION THE WORKBOOK IS USED TO:

- ✓ Support daily structure and routine
- ✓ Reinforce key behaviours and expectations
- ✓ Provide ongoing reflection and accountability
- ✓ Evidence progress across longer-term support



Structure and consistency are critical in high-risk cases – the workbook ensures both are maintained throughout delivery.



OUTCOMES YOU CAN EXPECT

- ✓ Increased engagement and routine
- ✓ Reduced high-risk behaviours
- ✓ Improved emotional regulation
- ✓ Greater stability in daily structure
- ✓ Progress toward education, training, or reintegration
- ✓ Reduced safeguarding concerns



BEST USED WHEN

- ✓ A young person cannot access mainstream education
- ✓ Alternative provision is required
- ✓ Risk is high and escalating
- ✓ Previous interventions have not worked
- ✓ Daily structure and consistency are needed

BUILD A TAILORED PACKAGE

We work with providers to design provision based on:

- ✓ Level of risk
- ✓ Required intensity
- ✓ Desired outcomes



NEXT STEPS

For referrals, or to request a bespoke quote, please call TWMAD on 07704 696469 or contact:

- ✉ marvin@twmad.co.uk
- ✉ marissa@twmad.co.uk



FLEXIBLE.
HIGH-INTENSITY.
RESULTS-FOCUSED.
BUILT AROUND
EACH YOUNG PERSON.

TWMAD SERVICES FORM A STRUCTURED PATHWAY OF SUPPORT

a.

RAPID RE-ENGAGEMENT

EARLY INTERVENTION



Build engagement early and prevent escalation.



b.

INTENSIVE INTERVENTION

STABILISATION AND BEHAVIOUR CHANGE



Stabilise high-risk situations and reduce risk behaviours.



c.

SPECIALIST PROVISION

HIGH-INTENSITY AND ALTERNATIVE PROVISION



Provide structure, safeguard and support long-term progress.



THE RIGHT SUPPORT. AT THE RIGHT TIME. FOR LASTING CHANGE.



INTERVENTION HUB

PROVISION FOR CHILDREN AND YOUNG PEOPLE WITH COMPLEX NEEDS

FLEXIBLE.
SUPPORTIVE.
OUTCOME-FOCUSED.
BUILT AROUND
THE YOUNG PERSON.

TWMAD's Intervention Hub provides a structured, responsive environment for children and young people whose needs cannot be fully met through standard educational approaches. Our model combines education, emotional support, life skills and safeguarding-led intervention, aligned to individual outcomes and Preparation for Adulthood.



WHAT THE HUB PROVIDES



STRUCTURED & ACCREDITED LEARNING

Personalised education aligned to outcomes, including ASDAN Lifeskills Challenge and engagement-based learning.



EMOTIONAL REGULATION & WELLBEING SUPPORT

Support to develop emotional literacy, resilience and safer responses to challenge.



LIFE SKILLS & PREPARATION FOR ADULTHOOD

Practical learning that supports independence, routines and real-world readiness.



SAFEGUARDING-LED INTERVENTION

Daily oversight, relationship-based support and clear communication where risk is identified.

STRUCTURED CURRICULUM & ASDAN LIFESKILLS PATHWAYS

Our Intervention Hub incorporates ASDAN Lifeskills Challenge, providing a recognised and flexible curriculum that supports both educational and personal development outcomes.

PREPARATION FOR ADULTHOOD PATHWAY



Our provision supports key EHCP-linked outcomes:

- ✓ Community Inclusion
- ✓ Employment Readiness
- ✓ Good Health and Wellbeing
- ✓ Independent Living and Housing

VOCATIONAL LEARNING OPPORTUNITIES



Young people can explore:

- ✓ Computing
- ✓ Construction
- ✓ Hair & Beauty
- ✓ Health & Social Care
- ✓ Hospitality & Catering
- ✓ Land-Based Learning
- ✓ Manufacturing
- ✓ Media
- ✓ Sport & Leisure

CORE SKILLS DEVELOPMENT



All activity supports development of:

- ✓ Ability to Learn
- ✓ IT Skills
- ✓ Literacy
- ✓ Numeracy
- ✓ Problem Solving
- ✓ Teamwork

FLEXIBLE & PERSONALISED DELIVERY MODEL



Support is shaped around the individual, their starting point and agreed outcomes. Delivery may include:

- ✓ 1:1 support
- ✓ 2:1 intensive intervention
- ✓ Small group delivery
- ✓ Hub-based provision
- ✓ Community-based engagement
- ✓ Integration with wider professional plans



Our approach is designed to increase engagement, improve readiness to learn and support functioning in and outside education.



OUTCOMES-FOCUSED PROVISION



EDUCATIONAL OUTCOMES

- ✓ Improved engagement in learning
- ✓ Improved attendance & routine
- ✓ Increased motivation & confidence
- ✓ Progress towards EHCP outcomes



PERSONAL DEVELOPMENT OUTCOMES

- ✓ Improved emotional wellbeing
- ✓ Better social communication
- ✓ Increased self-esteem
- ✓ Improved independence



SAFETY & STABILITY OUTCOMES

- ✓ Improved engagement with trusted adults
- ✓ Reduced risk and vulnerability
- ✓ Improved decision-making
- ✓ Greater placement stability

MULTI-AGENCY WORKING



We work alongside:

- ✓ Local Authorities
- ✓ Schools & Education Providers
- ✓ SEN & EHCP Teams
- ✓ Social Care
- ✓ CAMHS & Health Professionals
- ✓ Parents & Carers

Operating as part of a wider network to plan, communicate and review effectively.



SAFEGUARDING IS CENTRAL

Safeguarding is embedded into all aspects of provision. We:

- ✓ Identify concerns early
- ✓ Respond appropriately and without delay
- ✓ Maintain clear reporting processes
- ✓ Ensure children feel safe and supported
- ✓ Work in line with safeguarding procedures and expectations



SUITABILITY

This provision may be suitable for:

- ✓ Children & young people with EHCPs
- ✓ CYP with SEND across SEMH, cognition, communication or sensory needs
- ✓ Children at risk of exclusion
- ✓ CYP not currently engaging in education
- ✓ CYP requiring flexible, personalised provision
- ✓ CYP with complex or emerging needs



WHY TWMAD?

We deliver a relationship-led, structured and outcomes-focused model.

- ✓ Child-centred & personalised
- ✓ Flexible & responsive
- ✓ Structured & accredited pathways
- ✓ Safeguarding-aware
- ✓ Focused on independence & preparation for adulthood
- ✓ Built around individual outcomes



A pathway to progress.
A place to belong.
A future with possibility.



READY TO DISCUSS A PLACEMENT?

REQUEST A
PLACEMENT DISCUSSION

SPEAK TO
OUR TEAM



Every young person.
Every outcome.
Every opportunity.



MENTEE
Anonymous



PLAN START DATE
//



REVIEW DATE
Every 4 weeks



MENTOR
Anonymous



SETTING
School / Community /
Home / Hub



PROGRAMME
Please select

☆ Purpose: To provide structured, consistent and relationship-led support that builds trust, improves outcomes and creates positive change.

1. CURRENT POSITION

A summary of the young person's starting point, including strengths, challenges and key areas of need.

Strengths

Challenges

Key Areas of Need

What's Working Well

2. GOALS & OUTCOMES

SMART goals created in partnership with the young person.

- Goal:**
Outcome:
- Goal:**
Outcome:
- Goal:**
Outcome:
- Goal:**
Outcome:



We focus on progress, not perfection.
Small steps lead to big change.

3. SUPPORT FOCUS AREAS

Key areas we will work on together.

- Emotional Regulation
- Behaviour & Decision-Making
- Confidence & Self-Esteem
- Education & Engagement
- Relationships & Social Skills
- Safeguarding & Safety
- Life Skills & Independence

4. SUPPORT APPROACH

How we will work together.

- 1:1 mentoring and positive relationship building
- Active listening and open conversations
- Strengths-based approach
- Real-life learning and practical activities
- Reflective discussions using the TWMAD Workbook
- Regular review and progress tracking
- Multi-agency communication where needed



5. ACTION PLAN

What we will do, how we will do it and when we will review.

FOCUS AREA	ACTIONS WE WILL TAKE	HOW WE WILL DO IT	REVIEW DATE



We adapt our approach to meet changing needs and celebrate progress along the way.

6. PROGRESS TRACKER

We track progress regularly and celebrate achievements.

DATE	WHAT WENT WELL	PROGRESS MADE	NEXT STEPS



Every step forward matters. Every win counts.

7. RISK & SAFEGUARDING

Keeping the young person safe is our priority.



KNOWN RISKS / CONCERNS



SAFETY PLAN / WHAT HELPS



KEY CONTACTS & ESCALATION

8. MENTEE VOICE

What I want to achieve and what I would like support with.



9. SIGN OFF

We agree with this plan and will work together to achieve these goals.



Mentee Signature

Date _/_/



Mentor Signature

Date _/_/

REMEMBER

- You are not alone.
- We are here to support you.
- Change is possible.
- You have the power to create your future.

TOGETHER, WE MAKE A DIFFERENCE.



WE BUILD TRUST
WITH YOUNG PEOPLE.



WE CREATE STRUCTURE
AND SAFETY.



WE EMPOWER
POSITIVE CHANGE.



WE DELIVER LASTING
IMPACT.



TOGETHER,
WE MAKE A DIFFERENCE.



MENTOR SESSION REPORTING

EVERY SESSION. EVERY DETAIL. EVERY YOUNG PERSON.



WE DON'T JUST
DELIVER SUPPORT.
WE **TRACK IT**.
WE **PROVE IT**.
WE **IMPROVE IT**.

At TWAMAD, every mentoring session is recorded in detail to ensure consistency, safeguard young people, and measure real outcomes. Our reporting is clear, professional and **evidence-led** – giving schools, commissioners and professionals confidence in the work we deliver.

OUR REPORTING PROCESS



1 MENTOR DELIVERS THE SESSION

Focused, relationship-led support delivered in the setting or community.



2 SESSION RECORDED AFTER EACH VISIT

Mentor completes a detailed report using our structured reporting system.



3 REPORT SUBMITTED SAME DAY

Information logged securely and reviewed by the TWAMAD team.



4 REVIEWED & QUALITY CHECKED

Reports are quality assured to ensure clarity, accuracy and safeguarding.



5 SHARED WITH KEY PROFESSIONALS

Tailored reporting shared with schools, commissioners and partners.

WHAT WE CAPTURE IN EVERY SESSION REPORT



SESSION OVERVIEW

- Date & time
- Location
- Duration
- Young person engagement level
- Session focus / activity



ENGAGEMENT & ATTENDANCE

- Attendance confirmation
- Engagement rating
- Punctuality
- Reason for any issues
- Effort and participation



EMOTIONAL & MENTAL WELLBEING

- Emotional state
- Triggers identified
- Emotional regulation
- Coping strategies used
- Changes observed



BEHAVIOUR & DECISION-MAKING

- Behaviour during session
- Positive behaviours
- Challenges / incidents
- Decision-making discussions
- Consequences explored



RELATIONSHIPS & SOCIAL SKILLS

- Communication
- Peer relationships
- Conflict resolution
- Decision making discussions
- Consequences explored



LEARNING & DEVELOPMENT

- Workbook progress
- Skills developed
- Key discussions
- Aspirations & goals
- Progress towards outcomes



HOME & ENVIRONMENT

- Home life overview
- Family dynamics
- Routines & structure
- Environmental factors
- Strengths within home



RISK & SAFETY

- Risks identified
- Safeguarding concerns
- Self-harm disclosures
- Missing episodes
- Exploitation / CCE risks
- Substance concerns



ACTIONS & NEXT STEPS

- Agreed actions
- Young person commitments
- Mentor follow-ups
- Support plan updates
- Referrals / escalations



MENTOR REFLECTION

- What went well
- What was challenging
- Impact of session
- Young person voice
- Overall session summary



ALL REPORTS ARE CONFIDENTIAL, SECURE AND STORED IN LINE WITH GDPR AND SAFEGUARDING STANDARDS.



HOW OUR REPORTING DRIVES IMPACT



IDENTIFY NEEDS EARLY

Concerns spotted quickly and acted on.



INFORM INTERVENTION

Reports shape our support and strategies.



MEASURE PROGRESS

Outcomes tracked over time with clear evidence.



IMPROVE OUTCOMES

Better data leads to better decisions and better results.



DEMONSTRATE VALUE

Clear reporting for schools, commissioners and stakeholders.



OUR IMPACT

MEASURABLE CHANGE. REAL OUTCOMES. EVERY SESSION.

We deliver consistent, relationship-led intervention that creates measurable progress for children and young people facing complex challenges.



HIGH ENGAGEMENT.
REAL **BEHAVIOUR CHANGE**.
MEASURABLE PROGRESS —
EVERY SESSION.



6+ HOURS

of mentoring delivered
per day, per mentor



MULTIPLE

young people supported
daily across school and
community settings



HIGH

engagement rates,
including with previously
disengaged pupils



EARLY

identification and
escalation of safeguarding
concerns



CONSISTENT

improvements in behaviour,
emotional regulation and
engagement



MULTI-DISTRICT

ongoing commissioned
delivery across multiple
districts



ENGAGEMENT & ATTENDANCE



ATTENDANCE
RATE

- ✓ 90%+ attendance rate
- ✓ High engagement levels
- ✓ Young people actively involved in planning and activities
- ✓ Engagement maintained even after incidents or dysregulation



BEHAVIOUR & REGULATION

- ✓ Majority of sessions recorded as good or very good behaviour
- ✓ Episodes of escalation successfully de-escalated
- ✓ Clear movement:
Dysregulated → Supported → Re-engaged
- ✓ Reflection, apologies and positive re-engagement observed



SAFEGUARDING IMPACT

- ✓ Risks identified and managed early in real time
- ✓ Missing episodes
- ✓ Risk of exploitation (money, peers, travel)
- ✓ Unsafe peer associations
- ✓ Self-harm, ideation & substance exposure concerns



EARLY
IDENTIFICATION
SAVES LIVES



EMOTIONAL & RELATIONSHIP IMPACT

- ✓ Increased trust and openness
- ✓ Improved emotional regulation and coping strategies
- ✓ Young people communicate more and seek support
- ✓ Stronger relationships with trusted adults



REAL IMPACT. REAL YOUNG PEOPLE. REAL CHANGE.



CASE STUDY 1

FROM AGGRESSION TO ACCOUNTABILITY

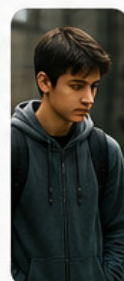
- ✓ Repeated aggressive behaviour & risk of exclusion
- ✓ Real-time mentoring reduced incidents
- ✓ Improved reflection and accountability
- ✓ Developed conflict resolution skills



CASE STUDY 2

SAFEGUARDING THROUGH TRUSTED RELATIONSHIPS

- ✓ Serious emotional distress and self-harm disclosed
- ✓ Immediate support and safeguarding escalation
- ✓ Safe space for disclosure
- ✓ Early intervention enabled



CASE STUDY 3

RE-ENGAGING A DISENGAGED STUDENT

- ✓ Disengaged, no routine, negative influences
- ✓ Built trust through mentoring
- ✓ Returned to education and improved behaviour
- ✓ Clearer future aspirations



CASE STUDY 4

BUILDING EMOTIONAL AWARENESS

- ✓ Unable to identify or express emotions
- ✓ Developed emotional literacy
- ✓ Improved communication and coping strategies
- ✓ Greater resilience

SMALL WINS. BIG DIFFERENCE.



Walked away from conflict



Returned to class



Apologised & repaired relationships



Completed work with support



Opened up emotionally



EVERY SMALL WIN
BUILDS TOWARDS
LONG-TERM CHANGE
AND A BETTER
FUTURE.



WHY IT MATTERS TO
COMMISSIONERS



PREVENTS ESCALATION
TO EXCLUSION OR CRISIS



SUPPORTS SAFEGUARDING
& EARLY INTERVENTION



IMPROVES ENGAGEMENT
AND ATTENDANCE



DELIVERS MEASURABLE
BEHAVIOUR CHANGE



PROVIDES FLEXIBLE,
HIGH-IMPACT SUPPORT

READY TO SEE IMPACT LIKE THIS?

We can design a tailored intervention that delivers real outcomes for your young people.



MAKE A REFERRAL



BOOK A CONVERSATION



REQUEST MORE INFO

TOGETHER
We Make a
DIFFERENCE

SAFEGUARDING ISN'T A DEPARTMENT. IT'S BUILT INTO EVERYTHING WE DO.



DELIVERING SPECIALIST INTERVENTION WITH SAFEGUARDING
AT THE CENTRE OF EVERY DECISION.



1 SAFER RECRUITMENT

- ✓ Enhanced DBS checked
- ✓ Safer recruitment processes
- ✓ References verified
- ✓ Ongoing suitability checks



2 TRAINED PROFESSIONALS

- ✓ Safeguarding Children (Level 2 or Level 3)
- ✓ Trauma-Informed Practice
- ✓ Behaviour Support & De-escalation
- ✓ Professional Boundaries
- ✓ Information Sharing & Confidentiality
- ✓ First Aid (where appropriate)
- ✓ Ongoing Professional Development



3 ROBUST POLICIES

WORKING IN LINE WITH:

- ✓ Keeping Children Safe in Education (KCSIE)
- ✓ Working Together to Safeguard Children
- ✓ Information Sharing Guidance
- ✓ Data Protection (UK GDPR)
- ✓ Local Safeguarding Partnership Procedures



4 EVERY SESSION

EVERY SESSION INCLUDES:

- ✓ Dynamic risk assessment
- ✓ Welfare checks
- ✓ Observation of behaviour
- ✓ Recording concerns
- ✓ Immediate escalation where required



5 MULTI-AGENCY WORKING

WE WORK ALONGSIDE:

- ✓ Schools
- ✓ Local Authorities
- ✓ Social Care
- ✓ Virtual Schools
- ✓ Police
- ✓ CAMHS
- ✓ Health Professionals
- ✓ Families



6 QUALITY & GOVERNANCE

EVERY INTERVENTION INCLUDES:

- ✓ Session reports
- ✓ Safeguarding recording
- ✓ Outcome monitoring
- ✓ Management oversight
- ✓ Professional communication
- ✓ Continuous review

HOW WE KEEP YOUNG PEOPLE SAFE



OBSERVE



LISTEN



RECORD



ASSESS RISK



REPORT



MULTI-AGENCY
COMMUNICATION



ACTION
TAKEN



REVIEW &
FOLLOW UP



TRUSTED TO WORK WITH COMPLEX NEEDS.

BECAUSE SAFEGUARDING ISN'T SOMETHING WE DO AFTER AN INCIDENT.

IT'S EMBEDDED INTO EVERY RELATIONSHIP, EVERY SESSION AND EVERY DECISION WE MAKE.

- ✓ KEEPING CHILDREN SAFE IN EDUCATION (KCSIE)

- ✓ WORKING TOGETHER TO SAFEGUARD CHILDREN

- ✓ INFORMATION SHARING GUIDANCE

- ✓ DATA PROTECTION (UK GDPR)

- ✓ LOCAL SAFEGUARDING PROCEDURES

- ✓ SAFER RECRUITMENT

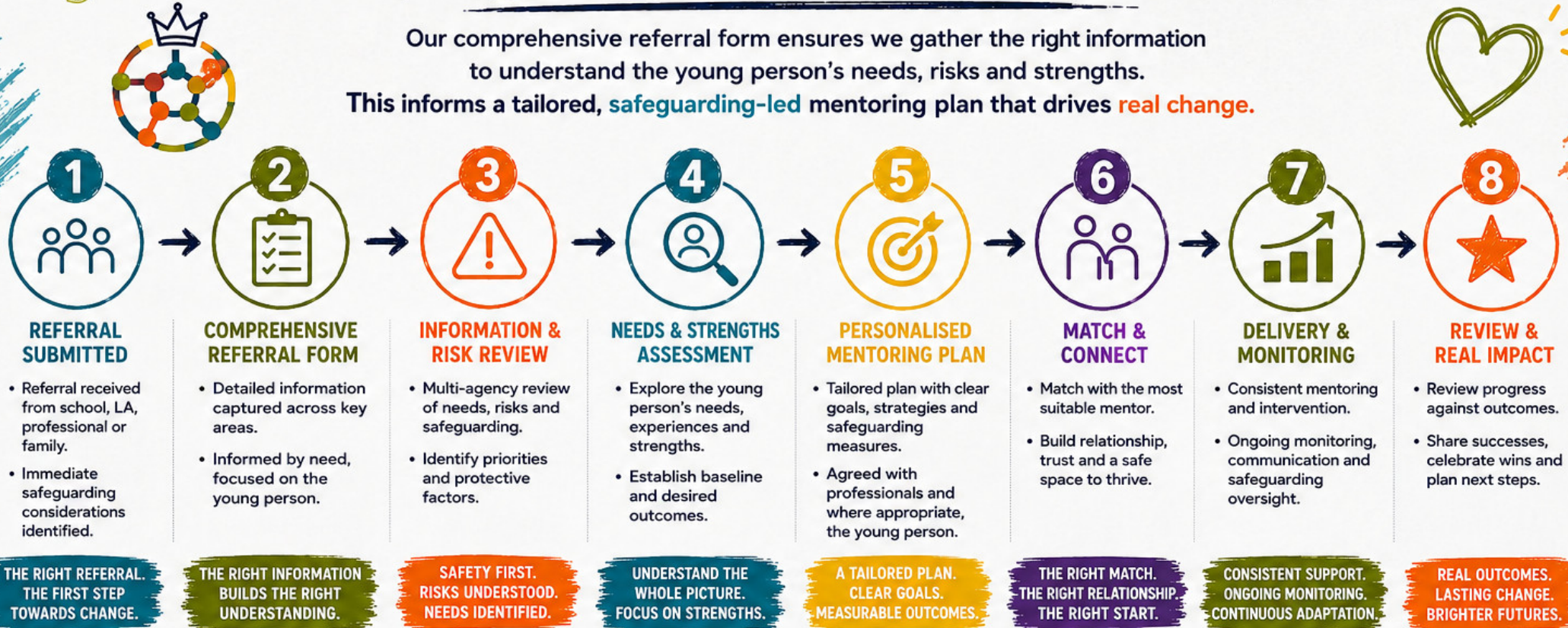
TOGETHER
we Make a
Difference

FROM REFERRAL TO REAL IMPACT



**SAFEGUARDING
AT THE CENTRE**
INFORMED BY NEED.
FOCUSED ON OUTCOMES.

Our comprehensive referral form ensures we gather the right information to understand the young person's needs, risks and strengths. This informs a tailored, **safeguarding-led** mentoring plan that drives **real change**.



EVERY STEP IS CONNECTED. EVERY STEP MATTERS.



RELATIONSHIP

We build strong, trusting relationships with young people and families.



SAFETY

We create safe environments for open, honest conversations.



EMPOWERMENT

We empower young people to make positive choices and build self-belief.



ACCOUNTABILITY

We challenge and support young people to take responsibility.



COLLABORATION

We work closely with schools, families and professionals to achieve more.



GROWTH

We focus on progress, not perfection. Every day.



FUTURE FOCUS

We prepare young people for a brighter, safer and more successful future.

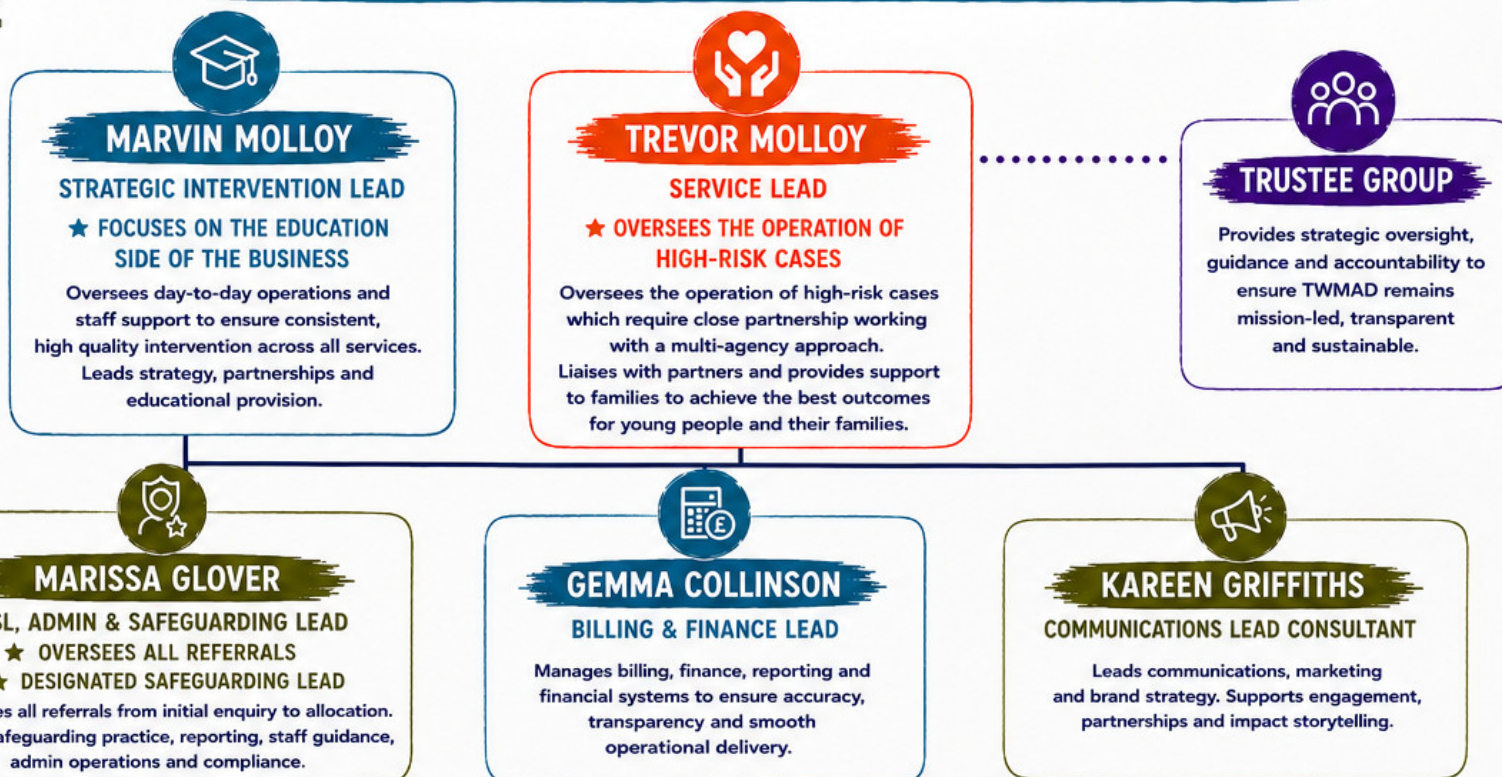


THE RIGHT INFORMATION. THE RIGHT PLAN. THE RIGHT SUPPORT.
SUPPORTING **SAFETY**, BUILDING **TRUST**, CREATING LASTING **CHANGE**.

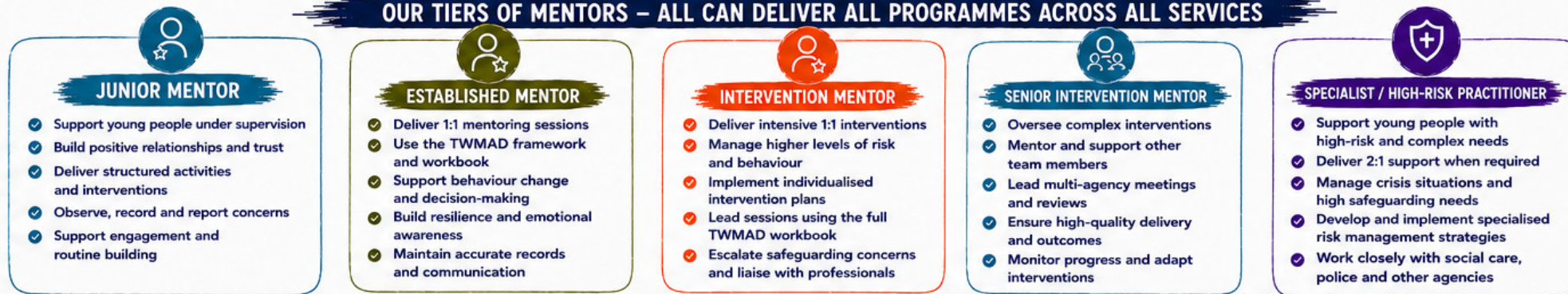


TWMAD ORGANISATIONAL STRUCTURE

STRONG LEADERSHIP. EXPERT SUPPORT. REAL IMPACT.



OUR TIERS OF MENTORS – ALL CAN DELIVER ALL PROGRAMMES ACROSS ALL SERVICES



EVERY ROLE. EVERY RELATIONSHIP. EVERY YOUNG PERSON MATTERS.

TOGETHER WE MAKE A DIFFERENCE.

