StrongRootzProject – Enquiry to Delivery Process

Step 1: Initial Enquiry

A school or organisation contacts StrongRootzProject via:

- Website enquiry form

- Email

- Phone call

- Referral

Information gathered:

- School / organisation name

- Contact person and role

- Year group(s) / key stage

- Brief overview of need (attendance, behaviour, SEMH, exclusion risk, etc.)

Step 2: Discovery & Needs Discussion

A short **initial consultation** (phone or Teams) is arranged.

Purpose:

- Clarify student needs and concerns

- Discuss attendance figures, conduct data, and exclusion risk

- Identify which StrongRootzProject programme is most appropriate

- Confirm delivery options (1 or 2 days per week, programme length)

📌 *This is not an assessment — it is a professional scoping conversation.*

Step 3: Programme Recommendation

StrongRootzProject provides:

- Recommended **Programme Outline** (PDF)

- Overview of delivery model

- Expected outcomes aligned to attendance, behaviour, and engagement

This ensures clarity before pricing is discussed.

Step 4: Price Guide & Costing

The school receives:

- **Price Guide** relevant to the agreed programme

- Clear pricing based on:

  ◦ Programme length

  ◦ Frequency (1 or 2 days per week)

  ◦ Level of support

Any questions or adjustments are discussed at this stage.

Step 5: Confirmation of Intent

Once the school confirms they wish to proceed:

- Dates and delivery schedule are provisionally agreed

- Programme duration is confirmed

- Start date is identified

Step 6: Service Agreement Issued

StrongRootzProject sends:

- **Service Agreement** (PDF)

- Programme Outline (final version)

Both parties must:

- Review the agreement

- Sign the agreement

- Return signed copies

📌 *Delivery cannot begin without a signed agreement.*

Step 7: Invoice & Payment

- An invoice is issued for the **full programme cost**

- **Full payment must be received prior to the initial session**

- Payment secures the full booking for the duration of the programme

📌 *This aligns with school finance and audit procedures.*

Step 8: Pre-Delivery Information Exchange

Before the first session, the school provides:

- Timetable / session slots

- Student details and referral information

- Attendance figures and conduct data

- DSL contact details and safeguarding procedures

StrongRootzProject:

- Confirms safeguarding arrangements

- Aligns delivery with school policies

Step 9: Programme Delivery Begins

- Sessions delivered as agreed

- Ongoing communication with pastoral teams

- Safeguarding concerns reported immediately via school procedures

Step 10: Ongoing Review & Communication

Throughout delivery:

- Attendance patterns and behaviour data are monitored

- Informal progress discussions with staff

- Adjustments made where appropriate

Step 11: End-of-Programme Impact Review

At the end of the programme, StrongRootzProject provides:

- Summary of attendance changes

- Review of conduct / behaviour data

- Engagement observations

- Outcomes achieved

- Recommendations and next steps

📌 *This supports Ofsted evidence, funding justification, and future planning.*

Step 12: Continuation or Exit

The school may:

- Extend the programme

- Transition to a different package

- End support with a clear exit summary