

HEAH



Open Routes For All Learners CIC

Referral Guide

Professional Guide to Referral-Based Alternative Education Provision

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Company No. 16496582 · Trading as HEAH: Open Routes

Contents

1. Introduction
2. Mission & Core Values
3. Referral Pathway & Service Eligibility
4. Learner Profile & Who We Support
5. Curriculum & Learning Model
6. Staffing, Safeguarding & Compliance
7. Pricing & Placement Arrangements
8. Referral Process Step-by-Step
9. Commissioning & Partnership Opportunities
10. Appendices (Policies & Contact Info)

1. Introduction

HEAH: Learning Hub is a flexible, trauma-informed alternative education provision, operating via professional referral only.

Opening September 2025 at Anerley Works (SE20), we provide in-person, community-based learning for learners aged 8–16+ who are not currently attending mainstream school.

Delivered by HEAH: Open Routes CIC, our model empowers professionals to offer engaging, personalised, and wellbeing-focused education, grounded in therapeutic principles.

2. Mission & Core Values

Our Mission

To empower home-educating and out-of-school learners through holistic, community-integrated education.

Our Values

- Community – We foster belonging through local delivery and collaborative partnerships

- Inclusion – We celebrate neurodivergence and prioritise vulnerable learners
- Support – We offer integrated academic, wellbeing, and pastoral care
- Wellbeing – Learning is built on emotional, physical, and psychological safety
- Empowerment – We equip learners and carers with confidence and agency

3. Referral Pathway & Eligibility

Referral-Only Access

We accept referrals exclusively from:

- Schools (mainstream, PRUs, inclusion teams)
- Virtual Schools & Local Authorities
- Youth, SEND & Inclusion professionals

Target Learners

- Permanently excluded or at risk of exclusion
- Out-of-school due to SEMH, anxiety, or trauma
- Electively home-educated and needing external support
- Awaiting school or AP placements

4. Learner Profile & Support Focus

We work with learners:

- Aged 8–16 (flexible where appropriate)
- With SEND, low attendance, or mental health needs
- Who benefit from trauma-informed, small group or 1:1 settings
- In cohorts capped at a maximum of six learners to ensure high-trust relationships and personalised support

5. Curriculum & Learning Model

Individualised Learning Plans

Each learner receives a bespoke ILP tailored to their strengths, interests, needs, and pace.

Community-Based Delivery

Sessions take place at Anerley Works, in-home, online, or in accessible local spaces.

Integrated Curriculum

- Functional Skills in English, Maths & ICT
- Foundation and GCSE preparation
- AQA Unit Award Scheme (UAS)
- Arts Award from Discover to Gold, delivered from Autumn 2025
- Creative and therapeutic approaches (art, movement, nature)
- Coaching-led life skills and emotional resilience

Trauma-Informed Practice

Our environment is relational, low-demand, and grounded in emotional safety.

Progress Tracking

- Attendance and engagement logs
- Learning milestones
- Soft-skills and confidence tracking
- Termly reports aligned to commissioning goals

6. Staffing, Safeguarding & Compliance

- All staff are enhanced DBS-checked and trained in safeguarding
- We follow safer working practices and rigorous risk assessment protocols
- HEAH operates as a CIC under AP compliance frameworks (not a registered school)

- Designated Safeguarding Lead in place with clear escalation procedures

7. Pricing & Placement Arrangements

We offer bespoke, flexible pricing based on:

- Intensity (1:1 vs small group)
- Session length and frequency
- Delivery location and staffing
- Any specialist therapeutic input

We do not publish flat rates. Fees are confirmed upon referral discussion and tailored for:

- Local authority commissioning
- Virtual Schools & EHE budgets
- EHCP personal budgets
- Spot placements

8. Referral Process (Step-by-Step)

1. Initial Enquiry – Email or call to express interest
2. Referral Form Issued – Basic learner info and safeguarding notes
3. Introductory Meeting – In-person or virtual
4. Placement Planning – Schedule and tutor matching
5. Learning Begins – With embedded monitoring and relational settling
6. Progress Reviews – Shared with referrers every 4–6 weeks
7. Transition Planning – For reintegration, EHCP planning, or longer-term needs

9. Commissioning & Partnerships

We welcome commissioning from education and social care professionals seeking:


- Short-term, emergency, or interim placements

- Wraparound support for learners awaiting EHCPs or schools
- AP pathways post-exclusion
- Confidence and re-engagement support for home-educated learners

Commissioning & Referrals

To make an enquiry, request a referral pack, or arrange a commissioning meeting:

 hello@heah-openroutes.co.uk

 07513 249727

 www.heah-openroutes.co.uk

Summary

HEAH: Learning Hub is your trusted, relational partner in creative, trauma-informed alternative provision. Our flexible, community-based model supports disengaged learners with care, rigour, and compliance - without the need for school registration. We provide a safe stepping stone for learners to reconnect with education and thrive.