

SCHOOL SUPPORT WORKER (w/t)**

Frequently Asked Questions

WHO ARE WE? Twofour Broadcast is an independent production company based in London and Plymouth, renowned for making high-quality factual television programmes. We were named Best Independent Production Company in the Broadcast Awards 2010 and 2014.

The team has considerable experience working with children and in school environments. Most notably, we make Channel 4's BAFTA and EMMY award winning *Educating* series filmed in Essex, Yorkshire, London, Cardiff and most recently Greater Manchester, which were well received by both critics and teachers and have been praised for showing inspirational teaching and for their sympathetic portrayal of young people. As well as the *Educating* series, our documentaries include BBC2's *The Real Marigold Hotel* and CBBC's *Our School*.

WHAT ARE WE DOING? Twofour Broadcast is aiming to work with the staff and students of four schools across the UK to make a brand-new factual series. Each hour long episode will follow the day to day life of a new member of the school support staff working with Year 11's in a typical secondary school. As a result, each programme will feature 2-3 pupils who the staff member identifies for extra support. The series aims to explore how engaging with these support staff can result in positive outcomes for students who are finding school life more challenging.

WHY DO WE WANT TO MAKE THIS SERIES? The last year of school is a crucial time in an individual's life. Alongside the academic demands, Year 11 students are thinking more about their hopes and aspirations for the future. This can be particularly daunting for those students who find school life more of a struggle or require additional support.

Alongside teachers, school support staff work hard to ensure positive outcomes for these students, whether as a teaching assistant, a learning mentor or member of the pastoral or welfare team. We want to explore how and why they do this, in what we hope will be a positive opportunity and experience for all those schools and students we feature.

WHAT DOES IT INVOLVE? Each episode will be filmed during the Autumn term 2018. We hope to film in each school for around two to three days each week, for a period of six to seven weeks.

HOW WE WOULD FILM IT? The documentary will be filmed by small crews working with unobtrusive cameras. The team are experienced at filming observationally in sensitive environments without causing disruption. We will do our best to ensure that the production takes up as little extra time as possible for students, and will endeavor not to disturb lessons or studies.

We will always endeavor to alert staff and students when filming is taking place and there will always be members of the production team on hand. Ultimately, the student's education and making sure filming does not detract from the running of the school, will always be our highest priority throughout – from filming to broadcast.

HOW DO WE CHOOSE THE SCHOOL? We want to film with a school that feels representative of schools across Britain – and one with a forward-thinking leadership team where staff and students are open to having aspects of their school life recorded for a documentary series.

WHAT DO WE WANT TO FILM? Although the interaction with some Year 11's and our support staff member will be the main focus of our filming, it's likely some teachers and other support staff will also feature as we capture the day to day life of the school. We will mainly film in lessons, lunch break and after-school clubs, but where possible and appropriate we will follow the students outside of school too, for example at home. We will seek consent in advance of filming from any family members we wish to film and we will always ensure that parents/guardians are aware of any external filming with students.

WHERE WOULD WE FILM? We would like to film within some classrooms used by Year 11 pupils, some staff offices and some social/communal areas. The exact areas will always be discussed in advance with the school and those staff members affected so that we can agree on where it is appropriate to allow filming. All cameras will be clearly visible and people will always know when we are filming.

WHAT ABOUT THE REST OF THE SCHOOL? We would like to work constructively with the wider school and where appropriate other pupils and their families to make sure they are happy that we are filming in the school. If there are students who do not want (and/or whose parents/guardians do not want them) to be filmed, we will be careful not to film with them. If these students are inadvertently filmed (for instance in general shots) we will ensure that we get consent from parents/guardians before broadcast, or if need be, obscure their faces.

WHY WOULD YOU TAKE PART? We hope that staff, pupils and their families will find taking part in the series a rich and rewarding experience. The series hopes to give a real snapshot of what it's like for staff members who support Y11 students in a modern secondary school. The heart of the programme will come from the characters involved whether they are hardworking staff members trying to engage and inspire their students or the pupils themselves as they navigate this increasingly pressurized time in their education. While the series aims to be authentic and honest we also intend it to be sensitive to all those who feature – presenting viewers with a fair and accurate picture of those students we feature.

HOW WILL WE MANAGE STAFF CONSENT? We would expect our support worker will sit in on different Year 11 classes during the filming period. We will discuss which classes would be suitable with the school, the teachers and other support staff. We would hope the majority of the staff at the school would be happy to be on camera. However, we appreciate that taking part will not be for everyone and would intend only to film directly with staff members who are happy to be filmed.

HOW WILL WE MANAGE STUDENT CONSENT? For pupils *not* in Year 11, prior to filming, we would be working with the school to ensure that all parents/guardians receive letters explaining that we are filming in the school predominantly with Year 11 pupils. We would give them the opportunity to ask questions of the team and give us a clearer picture of those students who do not wish to participate in the series. For pupils starting Year 11 in September 2018, we would be working with the school to ensure that all parents/guardians receive letters

explaining that we are filming in the school with this Year Group. Within this letter, it will be explained that the filming will focus on the day to day life of a school support worker new to the school and capturing Year 11 pupils' interactions and relationships with them. Again, these parents will be given the opportunity to ask questions of the team and give us a clearer picture of those students who do not wish to participate in the series.

WHAT IF SOME STUDENTS OR STAFF DON'T WANT TO BE FILMED? We would not intend to film directly with anyone who does not want to be filmed. However, in order for this project to work as well as we'd like, we hope that most people in Year 11 will be happy to be involved in some way. This may be simply as a member of a class or a passing shot in the corridor. We would encourage anyone, staff, parent/carer or student to contact us at the earliest opportunity to discuss any reservations they have about filming or being filmed.

WILL STUDENTS OR STAFF BE FILMED ALL THE TIME? If you agree to being filmed this does not mean we will film with you all the time. Once we know more about those students and areas of school that we will be focusing on we will make sure that students and staff members who are affected are aware.

WHAT KIND OF SUPPORT WILL WE OFFER TO STUDENTS? We will have a small production team that would be clearly introduced to the school and to the relevant student's parents/guardians. They will always be available to talk about any concerns. We all have a great deal of experience in making observational documentaries in sensitive situations, especially working with children. All core members of the production team have had up-to-date, enhanced DBS forms (this checks people's records for any criminal activity) and to the extent any additional member of the team is brought on at short notice without having had such a check we will ensure the school are aware of this so that the appropriate security measures can be considered. In addition we will engage the services of a chartered child psychologist to act as an independent advisor on whether the students we focus on are suitable to be filmed and can cope with the issues, both positive and negative, that can arise from being in a television series, as well as helping to ensure that related issues are dealt with early and in the correct manner. In addition to working with the existing support services for students and staff within the school we expect this expert to be available to students and their parents/guardians for filming related issues and support.

WHAT IF WE FILM SOMETHING THAT YOU ARE UNHAPPY WITH? Although Channel 4 must retain editorial control of the series as commissioning broadcaster, we are aware that school is a sensitive environment and the cameras may film material that either staff or students or their parents/guardians are unhappy about. If this does arise we would initially like you to raise your concerns with us as soon as possible. Throughout the filming process senior members of the production team will always be available to address any worries and to discuss how, or even if, this material should be broadcast in the final programme. The aim of Channel 4 and the Production Company in any such situation would be to resolve the issue of what is broadcast to the satisfaction of all involved. We absolutely want to produce an honest and realistic picture of school life, and we want to ensure there is an open dialogue with the school about the best way to do this.

WHAT HAPPENS AFTER WE FINISH FILMING? It is very important to us to ensure that communication with staff, students and parents/guardians continues after we have finished

filming. Over the course of the project we will amass a lot of footage and we cannot possibly include all of this material in an episode. Throughout the editing process we will select material that we feel presents an honest and sensitive picture of the featured students' experiences. Once the programme is completed we will be working closely with teachers and other pastoral staff at the school to make sure that the students are fully prepared for it being shown on television. We will also ensure that there are support systems to help students both in and outside of school, in the unlikely event that any issues arise during or after broadcast of the programme.

WILL WE SEE THE DOCUMENTARY BEFORE IT IS BROADCAST? As a courtesy we will show the documentary film to those that are main participants and where necessary their parents/guardians prior to broadcast. These advance viewings will be an opportunity to point out genuine factual inaccuracies in the films, which we would of course aim to address and raise any concerns you have which we will listen to and discuss. We are confident that through the production process you will be well aware of the likely content of the film we will make and will be happy that the end result is both fair and accurate.

WHAT ABOUT OTHER SCHOOLS WHO HAVE WORKED WITH TWOFOUR?

Christopher Norman, Headteacher of Willows High School for *Educating Cardiff* has said: "It was a privilege to be able to be part of a series of documentaries created by people who understand and care about the profession but most of all, took the time and effort to really get to know our pupils, parents and staff. Schools can be quite insular places at times and there were moments before the filming started where we were concerned about providing such open access to 'outsiders'. These were completely unfounded as the team soon became part of the school family and it became abundantly clear that their focus was on highlighting the positive impact teachers can have on a pupil's life and the amazing resilience our pupils show in their formative years'

Trevor Evans, who was in charge of performance and many pastoral elements of Greenwood Academy, who featured in in the second series of *Our School*, also wrote to us:

'On all sorts of levels the experience will have changed individual's lives, gave a voice to routinely muted young people and lifted an entire community. I can't put into words how positively the show has been received locally and how we are reaping the benefits of that. This experience is one that cohort of kids will never ever forget – [they] are already reaping the benefits from having been part of the process - it's not measurable, and you can't bottle it but experience tells me that socially and in strength of character those kids are in a good place.'

WHO ARE WE?

David Clews is Creative Director at Twofour. He has wide-ranging experience in factual television production and won a 'Best Director' BAFTA for 'Educating Essex'. David's other notable credits include Channel 4's acclaimed series 'The Family'.

We hope that this information will answer some of the key questions you may have; if you have any further questions please feel free to contact Steve Grogan on the details below:

Steve Grogan

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