

FAQS: 'The Local Offer' Special Educational Needs and Disabilities (SEND).

1. What does your service do?

- *What is the key purpose of your service and how does it contribute to better outcomes for children and young people with special educational needs and disabilities and their families?*

The key purpose of our service is to provide tuition and support in mathematics to children and adults from the age of 6 through to adulthood.

- *What are the typical activities that you do?*

Typical activities include number work, calculations including fractions decimals and percentages, drawing and measuring length and distances, calculating areas and volumes of objects and shapes, working with time, working with money, collecting and analysing data graphs and tables.

- *Do you have any limitations on the amount of time your service will support a child or young person?*

Answer: Time is not limited children and young people can learn at their own pace.

- *Do you provide any on-going support?*

Yes, all work is assessed and monitored and appropriate feedback given.

2. Where is it located and what areas does it cover?

- *Where are your main locations and do you work across the whole local authority area?*

We mainly work in Mid-Sussex but are prepared to travel further.

- *Are there any differences in your offer in different parts of the local authority area?*

We charge travelling expenses if we have to travel over 20 miles.

3. Who does your service provide for?

- *What types of need and age ranges do you cover?*

We tutor children and adults from the age of 6 to 25 and above.

- *What are the eligibility criteria to use your service? Children must be aged 6 or above and accompanied by or in the presence of an adult if under 18. Appropriate language and communication skills are necessary.*

- *Are there any types of disabilities that you do not provide for?*

Yes Moderate(MLD) , Severe(SLD) and Profound learning difficulties(PLD).

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4. How can I start using the service?

- *I can make direct contact myself or would there need to be a referral from someone else and if so, who?*
You do not need to be referred you can contact us directly.
- *Do you charge for the service and if so, what are the costs? Yes we do charge our current rate is £26 hourly + travelling expenses if over 20 miles.*
- *Can I use my personal budget to pay for the service or to add to the service? Yes.*
- *Are there any waiting lists and if so, how long are they?*
Currently there are no waiting lists although places are limited and we cannot guarantee this will always be the case.

5. How are decisions made about who can use your service?

- *How are these decisions made and who makes them?*
Decisions are made on an individual basis, subject to the availability of tutors and at the discretion of directors of the company.
How will I know the reasons behind their decisions?
We are always happy to let you know the reasons behind our decisions.
How will you help me understand them?
We will always try to make our explanations for decisions clear to you.

6. How do you communicate with service users and how are they involved in decision making/planning?

- *What are your usual methods of seeking the views of service users?*
We are always happy for service users to let us know their views at any time . We also ask for feedback from service users as a way of improving our services. Feedback can be given face to face, in writing and online.
- *Do you use any specialist communication system e.g. signing?*
No.
- *What leaflets and information do you have?*
Further Information about us can be found on online at our and 3rd party websites and through local advertising.
- *How does the service communicate with parent carers whose first language is not English?*
English is the only language we use. We do not employ interpreters.

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- *Do you offer any parent training or learning events?*
Parents are always welcome to participate in a tuition session with their child or can discuss their child's progress with us at the end of sessions. We also offer functional maths tuition for adults.

7. Is your service fully accessible?

- *Is the building fully wheelchair accessible? We work at your home or an appropriate location of mutual choice which will be wheelchair accessible.*
- *Have there been improvements in the auditory and visual environment?*
N/A.
- *Are there disabled changing and toilet facilities?*

There will be a toilet available we cannot always guarantee that there will always be changing facilities available.

- *Do you have a changing places facility? What support is there for a child with additional needs in general areas e.g. waiting rooms?*

Where possible we will always try to make arrangements for changing and waiting facilities however we cannot always guarantee that there will be.

- *How will my child or young person be able to access all of the activities of the service and how will you assist him or her to do so?*

We are trained to teach and support children and adults with learning difficulties and resources used will be appropriately differentiated to suit their needs.

8. What training are the staff supporting children and young people with SEND had or are having?

- *This should include recent and future planned training and disability awareness.*
All staff hold professional qualifications to support learning and teaching and receive regular and appropriate training to stay up to date with methods and requirements.
- *Are there any specialist staff? Yes we have specially trained staff in mathematics and specific learning difficulties such as Dyslexia, Dycalculia Asperger Syndrome and autism.*

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- *Do any other services work closely with yours?
Yes, professional assessment services.*

9. Who can I contact for further information?

- *Who would be my first point of contact if I want to discuss something about my child/young person?
Mike or Corrine Gould.*
- *Who else has a role in my child's/young person support?
You do, You can be involved as little or as much as possible.*
- *Who can I talk to if I am worried?
Parents, carers or friends, your tutor if appropriate to your concern.
Other professional specialists and practitioners.*
- *Who should I contact if I am considering whether child/young person would benefit from the service? Mike or Corrine Gould.(01444 459380)
Magnolia, Brainsmead, Cuckfield, West Sussex RH17 5EX.*