Support for children and young people with special educational needs in Haringey – our ‘local offer’

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| [DN: insert name of service] |
| What our service does  [DN: insert description of service – purpose of service; how it is delivered; commonly, how much / often; what can be expected, etc.] |
| Where service is located and the areas it covers  [DN: describe where the services is provided from – including address; whether it is available locally, e.g. within schools; what area it covers, e.g. all primary and secondary schools] |
| Who our service provides for  [DN: explain who the services are for, including age range; school years, etc.] |
| How a child or young person can start using the service  [DN: explain how the service can be accessed; who can refer; are there any eligibility criteria, etc.; any additional provision for the services made, e.g. bought in directly by the schools] |
| How decisions are made about eligibility for our service  [DN: explain how and who make decisions on eligibility] |
| How we communicate with service users and how they are involved in decision making/planning  [DN: describe how we will communicate with the parents / guardians of the child and/or young person; what channels will be used; what will we communicate; what support is available for parents, e.g. training interpreters; what feedback do seek and how] |
| How accessible our service is  [DN: explain how easy it is to access the sites where the services are provided; compliance with Disability Discrimination Act regulations; ease to get to the locations, e.g. transport] |
| Training our staff have had in supporting children and young people with special educational needs and disabilities  [DN: describe the training and qualifications that our staff have had, e.g. trained to graduate level, qualifications, registration with professional bodies] |
| Who a service user should contact if they want to raise a concern or complain about something  [DN: list the contact details for the person with whom any concerns or complaints can be raised]  A service user who wishes to raise a concern or complain about something can contact  [DN: name of person(s)]  Email:  Telephone: |
| Who a parent carer/young person can contact for further information  If a child is already known to the Service, they should contact their named therapist.  [DN: include the contact details for a team / person for further information]  [DN: name of person(s) and / or team]  Email:  Telephone: |

**FOR INFORMATION**

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| Name of person approving/providing this information | [DN: name of person(s)] |
| Job title | [DN: job title of person(s)] |
| Email address | [DN: email address(es)] |