



SEND Policy - KitchenJam

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1. Purpose

KitchenJam is committed to making our lessons, classes, workshops and other activities as accessible and inclusive as reasonably possible for students with special educational needs, disabilities and additional learning or support needs.

This policy sets out how we identify and respond to barriers, work with students and families, and make reasonable adjustments to support access to KitchenJam's services.

We recognise that every student is different and that the support that works for one person may not work for another.

2. Scope

This policy applies to:

- current and prospective KitchenJam students;
- children, young people and adults who take part in our lessons, classes, workshops, events and other activities; and
- all staff, volunteers, apprentices and contractors involved in providing or supporting those activities.

It applies across KitchenJam premises and, where relevant, to online, off-site and event-based activities.

For children and young people, this policy uses the term **SEND** to refer to special educational needs and disabilities. Adult students may also have disabilities, learning differences or additional support needs, and the same principles of accessibility, inclusion and reasonable adjustment apply where relevant.

3. Our Approach

KitchenJam will:

- treat students with SEND, disabilities and additional support needs fairly and with respect;
- provide equal opportunities to access and take part in our services;
- consider barriers that disabled students may face and take reasonable steps to reduce or remove them;
- consider reasonable adjustments on an individual basis where needed;
- involve the student, and where appropriate their parent or carer, in decisions about support;
- focus on the support a student needs rather than requiring a particular diagnosis or label;
- avoid making assumptions about what a student can or cannot do because of a disability or additional need; and
- review support where needs or circumstances change.

A formal diagnosis is not required before a student or family can discuss support needs or request an adjustment.

4. Understanding Support Needs

KitchenJam does not diagnose or formally assess SEND.

When a student joins KitchenJam, we encourage them, or their parent or carer where appropriate, to tell us about any disability, learning difference, medical condition, communication need or other information that may help us support them.

Relevant information may also become apparent through lessons or discussions with the student or family.

Where a member of staff notices that a student may be experiencing a barrier to learning or participation, they should raise this sensitively with the student, parent or carer where appropriate and discuss whether any changes or support may help.

Students and families are encouraged to let us know if needs change or if an adjustment is no longer working.

5. Reasonable Adjustments and Accessibility

KitchenJam will comply with its duty under the Equality Act 2010 to make reasonable adjustments for disabled people.

This includes considering whether changes are reasonably needed to:

- the way a lesson, activity, rule or procedure operates;
- the physical environment or the way a service is accessed; or
- equipment, information, communication or other auxiliary aids and services.

The duty to make reasonable adjustments is anticipatory. KitchenJam will therefore consider common barriers disabled people may face rather than waiting until a particular student experiences difficulty.

What is reasonable will depend on the circumstances, including the effectiveness of the adjustment, practicality, health and safety, cost, available resources and the nature of the service.

Where a requested adjustment cannot reasonably be provided, KitchenJam will discuss the reason with the student or family and consider whether another adjustment could achieve a similar outcome.

Students will not be charged for reasonable adjustments that KitchenJam is legally required to provide.

Information about physical access to KitchenJam locations is available through our website, at www.kitchenjam.com/accessibility.

Students and families are encouraged to contact us before attending if they would like to discuss a particular access requirement.

6. Support in Lessons and Activities

Adjustments will depend on the individual student and the activity.

Examples may include:

- giving instructions in smaller steps;
- allowing additional processing time;
- repeating or rephrasing instructions;
- providing written, visual or demonstrated instructions alongside verbal explanations;
- using visual aids, chord diagrams, colour coding or other accessible learning materials;
- adapting the pace or structure of a lesson;
- allowing additional breaks where appropriate;
- considering seating and positioning within the room;
- reducing unnecessary background noise or other sensory distractions where practicable;
- allowing the use of ear defenders, noise-reducing headphones or other sensory aids where safe and appropriate;
- adapting the way a student demonstrates their learning or progress;
- making reasonable changes to communication methods; and
- considering suitable equipment or other practical adjustments where needed.

These examples are not exhaustive. Support should be based on what helps the individual student rather than assuming that everyone with the same diagnosis or condition will need the same adjustments.

7. Working With Students, Parents and Carers

Students should be involved in decisions about their support as much as possible.

For children and young people, KitchenJam will normally work with their parent or carer as well as listening to the child or young person's own views.

For adult students, support arrangements will normally be discussed directly with the student unless they want another person to be involved.

Parents and carers are encouraged to share relevant information about strategies, communication methods or adjustments that are known to work well.

Where useful, KitchenJam may record agreed adjustments or support arrangements so that relevant staff can provide consistent support.

8. Information Sharing and Confidentiality

Information about a student's SEND, disability, health or support needs will be handled sensitively and in accordance with KitchenJam's Data Protection Policy.

Information will only be shared with members of staff who need it in order to support the student, manage safety or carry out another legitimate responsibility.

Where possible, students and families will be told what information needs to be shared and why.

There may be circumstances where information needs to be shared without consent, particularly where this is necessary and lawful to safeguard a child or another person. Safeguarding information will be handled in accordance with KitchenJam's Safeguarding Policy.

9. Safeguarding and Additional Vulnerability

KitchenJam recognises that some children with SEND or disabilities may face additional safeguarding risks or barriers to communicating concerns.

Staff must not assume that an injury, change in behaviour, distress or difficulty communicating is simply a result of a child's SEND or disability.

Any safeguarding concern must be reported in accordance with KitchenJam's Safeguarding Policy.

Concerns about bullying, harassment or discriminatory behaviour will be taken seriously and managed in accordance with the Safeguarding Policy, Anti-Bullying Policy and Equality and Diversity Policy as appropriate.

10. Behaviour and Participation

KitchenJam aims to apply expectations fairly while recognising that a disability or additional need may affect a student's behaviour, communication or ability to follow particular instructions.

Where behaviour is connected to a disability or additional need, staff should consider whether reasonable adjustments or additional support may help before deciding how to respond.

SEND or disability does not mean that behaviour which places the student or other people at serious risk must be accepted. Where there are safety concerns, KitchenJam will work with the student and family where appropriate to consider whether reasonable adjustments can reduce the risk while allowing the student to continue participating safely.

11. Health, Safety and Emergency Arrangements

Health and safety requirements apply to all students, including students with SEND or disabilities.

KitchenJam will avoid applying blanket restrictions based solely on a disability or diagnosis. Where an activity raises a genuine safety concern, the individual circumstances and any reasonable adjustments that could reduce the risk will be considered.

Where a student requires specific arrangements to leave the premises safely in an emergency, these will be considered as part of relevant accessibility, risk assessment or emergency planning arrangements.

12. Roles and Responsibilities

SEND Coordinator

KitchenJam's SEND Coordinator will:

- act as a point of contact for students, parents, carers and staff about SEND and additional support;
- support staff in considering suitable adjustments;
- help coordinate support where several members of staff work with the same student;
- maintain awareness of relevant accessibility and SEND guidance; and
- raise wider accessibility issues with KitchenJam management where appropriate.

KitchenJam Management

Management is responsible for:

- supporting the implementation of this policy;
- considering wider accessibility barriers across KitchenJam's services;
- making decisions about reasonable adjustments where additional resources or operational changes are required; and
- ensuring relevant policies and procedures support inclusive practice.

All Staff

Staff must:

- treat students with SEND and disabilities with dignity and respect;
- follow agreed support arrangements;
- make reasonable day-to-day adjustments within their role;
- communicate concerns or changing support needs to the SEND Coordinator or management;
- maintain appropriate confidentiality; and
- follow KitchenJam's safeguarding procedures where a concern relates to a student's safety or welfare.

13. Staff Awareness and Training

Staff will receive information, guidance or training on SEND, disability and inclusive practice appropriate to their role.

This may include:

- understanding common barriers to learning and participation;
- making reasonable adjustments;
- accessible communication;
- sensory and communication needs;
- avoiding assumptions about disability;
- safeguarding considerations for children with SEND; and

- knowing who to speak to where additional support is needed.

Training and guidance will be refreshed where appropriate, including when working practices, legislation or student needs change.

14. Concerns and Complaints

Students, parents and carers are encouraged to raise questions or concerns about SEND support or accessibility with the SEND Coordinator or KitchenJam management.

We will aim to discuss concerns openly and consider whether further adjustments or changes are appropriate.

Formal complaints can be made in accordance with KitchenJam's Complaints Policy.

A complaint relating to discrimination, safeguarding or another serious concern will also be handled under the relevant KitchenJam policy where appropriate.

15. Related KitchenJam Policies and Information

This policy should be read alongside:

- Safeguarding Policy;
- Equality and Diversity Policy;
- Anti-Bullying Policy;
- Data Protection Policy;
- Complaints Policy;
- Website Privacy Policy;
- accessibility information published on the KitchenJam website; and
- relevant health and safety, emergency and staff safety procedures.

16. Policy Review

This policy will be reviewed at least annually and sooner where appropriate, including:

- following changes to relevant legislation or guidance;
- where a student's experience identifies a gap in our arrangements;
- where a complaint or incident indicates that procedures should change; or
- where there is a significant change to KitchenJam's services, premises or working arrangements.

17. Contact Information

For questions or support relating to SEND, disability or accessibility, contact:

SEND Coordinator: Darryl Powis

Email: darryl@kitchenjam.com

Office Address: KitchenJam, 8-10 Penny Brookes Street, London, E20 1BN

18. Relevant Legislation and Guidance

This policy has been prepared with regard to:

- Equality Act 2010;
- relevant Equality and Human Rights Commission guidance on services and reasonable adjustments;
- Department for Education guidance for out-of-school settings;
- SEND Code of Practice: 0 to 25 years, used as a reference where relevant; and
- UK data protection and safeguarding requirements where applicable.