

Stoke-On-Trent Aiming High FAQ

1. How do I find out what is available for my child?

Full details of the programme and how to access activities are available on the Stoke aiming high website: <http://services.actionforchildren.org.uk/stoke-aiming-high>. Action for Children have produced a brochure that has been distributed widely around the city and can be obtained from the office at the Dudson Centre and is also available on this website.

2. What is the core offer?

Details of the core offer are available in the brochure, on our website and in the Local Authority Short Breaks Statement which can be found by following this link:<http://www.stoke.gov.uk/ccm/navigation/social-care/children-s-social-care/disability/>

3. How do I get individual 1:1 support for my child?

Aiming High predominantly provides group based activities for children to ensure that children are able to mix with their peers and benefit from social interaction. The Local Authority also deliver in groups but occasionally dependent upon need and assessment there may be some 1:1 support available for specific children.

4. Can I have transport to and from my activities?

Transport can be provided only if it presents a barrier to a child attending the activity and must be requested at the time of booking activities. Transport will only be provided where there are no other means of transportation available to the child. There will be a required charge of £5. For further information please contact our Aiming High team on **01782 683 190**.

5. How are activities allocated? I never seem to get what I want!

Action for Children have recently taken over the lead provider role for services across Stoke-on-Trent and will initially follow the previous lead providers protocol by allocating activities on a first come first served basis. However, we will be looking to develop our booking system moving forward to ensure that all children have equal access to their preferred activities. Any feedback would be appreciated and you can quickly get in touch with the team using the contact us form on the website.

6. What if my child needs 1:1 support on an activity and the allocated worker is off sick?

Action for Children are developing a comprehensive bank of staff and will always endeavour to provide an appropriately trained replacement worker should the need arise. For further information get in touch with our team on **01782 683 190**.

7. What if I am not happy with the quality of the activities or the support provided for my child?

You can get in touch with our team. If you would like to speak to a member of staff about this you can call the Aiming High line on **01782 683 190**. Please note that if you do register a complaint the Children's services manager or the member of staff dealing with your complaint will be required to follow a set procedure. Alternatively, if you prefer you can contact our customer service and complaints manager by phoning **0800 328 782** or by emailing <mailto:complaints@actionforchildren.org.uk>

8. Who do I contact if my child becomes unwell and won't be able to attend the activity that I have booked for them?

You can let us know by ringing the Aiming High Line on **01782 683 190**. If this is out of office hours you will be redirected to the out of hours contact number.

Thank you for taking the time to read our FAQ.

If you have any further questions please feel free to get in touch with our team.



Tel: 01782 683 190

Web: <http://services.actionforchildren.org.uk/stoke-aiming-high>