

## Service Level Agreement

### Aims of the Service:

- To provide a responsive, and where possible, proactive service which will enable mainstream schools and colleges to effectively include young people with a wide range of Special Educational Needs and Disabilities that may require Special Educational Provision within the Children and Families Act (2014); Equality Act (2010); Teachers Standards (2012); SEND Code of Practice (2015).
- To work in partnership with school/college staff, children and young people, parents/carers and other outside agencies involved where possible, ensuring a coordinated approach to make informed choices on support, interventions and approaches using robust evidence and advice on a child or young person's strengths and challenges in interactions and communication, learning and cognition, sensory processing and social, emotional and mental health.
- To provide and deliver effective training, advice and support for staff to develop knowledge and understanding of issues relating to SEND.
- To empower children and young people to access the curriculum (academic, vocational and technical) and social opportunities integral to their social, emotional and individual development in order to progress optimally towards the next phase of their life, and ultimately, adulthood.

### MATi Outreach Services will provide:

- Highly experienced and qualified professionals with up-to-date knowledge of current resources and methods of working with children and young people. The qualifications, affiliations and memberships to specific professional bodies (i.e., BDA) will be dependent on the level of support requested.
- MATi Outreach staff who are DBS checked. Schools/colleges will receive confirmation of all DBS numbers on an annual basis.
- Timely communication if a delay or cancellation of support is necessary.
- Reports and records of visits (where agreed) which are sent to schools within 15 working days of the assessment visit via GDPR compliant encrypted emails.

### The School/College/Education Setting will ensure:

- The current GDPR compliant referral forms are fully completed, including gaining parental consent (**must** have parental responsibility), and sent to MATi Outreach Services to ensure efficiency when allocating support. The referral form will need to have been received and processed by the MATi Outreach Services' office to agree the dates and times for professional support. Upon successful completion and submission of the referral, the MATi Outreach Services Coordinator will contact you to confirm an allocated date for assessment/support.

- The sessions are used by the end of the academic year for which they are purchased, and therefore within the terms of this SLA. For schools buying larger packages, please ensure there is an equal spread of referrals submitted each academic term to ensure all sessions can be completed within the academic year. You will be advised of session allocation and usage on a termly basis.
- The final deadline for receipt of referrals to be carried out in the summer term will be 3pm on **Friday 27<sup>th</sup> March 2026**. Referrals made beyond this date may not be accommodated and unused sessions may be forfeited; similarly, incomplete referrals will not qualify, and so care should be taken to submit all aspects requested. Sessions purchased between 1st September 2025 to July 2026 **cannot** be carried over to Autumn Term September 2026.
- The time allocated for any meetings with parents/carers must be agreed in advance with the relevant professional. Sessions are three hours in length and typically completed between 09.00 – 12.00 and 13.00 – 16.00 unless otherwise agreed. For single sessions, 90 minutes is likely to be spent onsite with the additional 90 minutes utilized for writing the associated short report; for double sessions and full assessments, both components are doubled.
- A space must be allocated that is quiet and confidential in which the professional can work with children and young people, parents/carers, and staff without interruption, to ensure that when a session is taking place, there are no other people present who are not invited to be there by the professional. Access to the Wi-Fi should be provided to permit MATi Outreach Services to access materials and resources to support the delivery of the support or assessment.
- There must be an appropriate member of staff available within the duration of the session to enable MATi Outreach Services' staff to provide initial verbal feedback.
- School/colleges **must** inform MATi Outreach Services if the child or young person receiving support is absent. Failure to inform the MATi Outreach Services Office when there could have been appropriate notice given (i.e., school trips, prolonged or afternoon absence) will result in the planned session still being charged to the school's/college's account without an alternative date. An answer phone is available outside of office working hours.
- Reports are released to schools within 15 working days of the assessment visit. In light of this, we request that schools be mindful of any annual review or meeting support arrangements when booking in sessions in order to allow for this process to take place in a timely manner.
- Schools/colleges will distribute a copy of a report, provided by MATi Outreach Services, to the child or young person's parent/carer within five working days of its receipt by the school/college.
- When a training session is taking place, the venue is organised, and IT provision (including access to Wi-Fi) is supplied by the school/college. Access to the training room will need to be available before the session is to take place in order to check compatibility and effectiveness of the equipment provided.
- All services required will be requested formally via the completion of the purchase option form returned to [outreach@mmat.co.uk](mailto:outreach@mmat.co.uk). Upon completion and submission, this indicates a contractually binding agreement to pay for services within 30 days of receipt of the invoice. MATi Outreach Services will ensure support requested is discharged within the academic year, in as timely manner as is possible.

**Signing our Purchase Option Reply Form indicates your acceptance of the terms within this Service Level Agreement (SLA) for MATi Outreach Services.**