



Northamptonshire  
County Council

**Adult Learning Service**

Disability Statement

# **Do you have Additional Needs or a Disability?**

April 2012

## **Adult Learning Service Mission Statement**

**“Through learning to empower people in Northamptonshire to live more independent lives as active citizens, helping to deliver safer communities and promoting a dynamic and prosperous economy**

This statement is available in  
other formats –

large print

Braille

audio cassette

electronic media

other languages

Please call 01604 367119.

## **Disability Statement**

Northamptonshire Adult Learning Service is committed to extending learning opportunities and facilities to all members of the community. Our aim is to enable people with additional needs or disabilities to play an active part in society.

### **What is meant by disability?**

Equalities Act 2010

A disabled person is someone who has

*A physical or mental impairment which has a substantial, adverse and long term (lasting or expecting to last at least 12 months) effect on the ability of the person to carry out normal day to day activities.*

## **Our Service Policy**

Northamptonshire Adult Learning:

- Aims to provide quality learning experiences for the residents of Northamptonshire at convenient locations and times, and at a reasonable cost to the learner.
- Can provide a first step back into learning for people who have not participated for some time, or may not have had a positive experience of learning in their past.
- Ensures that people who are disadvantaged, including disabled people, are able to participate in learning.
- Offers opportunities for learners to progress to further learning.
- Encourages people to develop their skills with computers and technology.

## **We will try to help you by:**

- Providing learning materials that suit your needs, for example, large print handouts.
- Offering courses in accessible buildings with appropriate facilities.
- Providing equipment to support your needs, for example, a Conversor or hearing loop.
- Discussing the help you may need in class, for example a friend to accompany you or an extra person to work with you.
- Discussing your communication needs.
- Giving information and advice on courses and possible progression routes.

Information on Northamptonshire Adult Learning provision is available in our brochures and our website.

**[www.northamptonshire.gov.uk](http://www.northamptonshire.gov.uk)**

**Click on Adult Learning Courses**

Subject to demand, our brochures are available in locations such as libraries and various community venues. If you cannot find them in these places please telephone 01604 367119 or email

[al-supportservices@northamptonshire.gov.uk](mailto:al-supportservices@northamptonshire.gov.uk)

Information can be provided in alternative formats e.g. large print, Braille, audio cassette, electronic media.

It is important to us that you are placed on the right course and have the support you need to get the most from your learning.

If you would like information and advice on any of our courses please contact the hotline number on 0300 126 1000. If you would like to find out about the type of support we may be able to offer you, then please contact us on:

**01604 367119**

## **How to Enrol**

You can enrol throughout the year –by phone to the hotline number **0300 126 1000**. Please see the brochure for the postal address.

On the enrolment form you are invited to tell us if you have any additional needs or impairments. You are also offered the opportunity to discuss your needs in confidence.

Many of the buildings we use have good access, designated parking spaces, accessible toilets and some have lifts. However, in some rural areas, the buildings we use may not be fully accessible, but are the only ones available in that location. If the class you would like to attend is not accessible, we will help you find an alternative.

## **Confidentiality Issues**

We always ask for your permission to pass on any information that you provide about additional needs and impairments. The information will only be passed to staff that need to know, in order to put in place any special arrangements or support. These reasons will be explained to you.

All of our records are kept in accordance with the Data Protection Act 1988.

If you do not wish for this information to be passed on, please inform the member of staff. In some circumstances, however, this may prevent the necessary arrangements or adjustments taking place.

In situations where health and safety are seen to be at risk, we will discuss with you why it is necessary to pass your information on.

## **Help with Fees**

Please see the Adult Learning brochure and the website for full details on how you may be able to get help with the cost of your course. If you have a friend or family member accompanying you to support your needs, this is free of charge.

## **Learner Feedback**

If you have a suggestion on how to improve our services, or you would like to give a compliment or make a complaint, there are a number of options open to you.

In the first instance, you should speak to your tutor, who may be able to deal with your concerns immediately.

You can phone 01604 367119 or email [adulted-customerfeedback@northamptonshire.gov.uk](mailto:adulted-customerfeedback@northamptonshire.gov.uk)

If you prefer, you can contact the Service Manager:

Alison Lyon  
Service Manager Adult Learning  
John Dryden House  
8-10 The Lakes  
Northampton NN4 7YD  
01604 367119

## Useful Contacts

There are many organisations in Northamptonshire that provide information, advice and support for people with disabilities or learning difficulties. The following website addresses and contact numbers may be helpful to you.

Centre for Independent Living – information service for disabled people and carers	<a href="http://www.abilitynorthants.org.uk">www.abilitynorthants.org.uk</a> Tel 01604 624088
Deafconnect – for all people with hearing loss	<a href="http://www.deafconnect.org.uk">www.deafconnect.org.uk</a> Text phone 01604 588184 Voice phone 01604 589011
Northamptonshire Association for the Blind – for all visually impaired people	<a href="http://www.nab.org.uk">www.nab.org.uk</a> Tel 01604 719193
Central England People First – run by and for people with learning difficulties	<a href="http://www.peoplefirst.org.uk">www.peoplefirst.org.uk</a> Tel 01536 515548

## Comments/Feedback

Did you find this leaflet easy to read?

YES

NO

Was this leaflet helpful?

YES

NO

How can we improve it?

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What else should we include?

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For more information please supply these details:

**Your**

**Name:**

**Your**

**address:**

**Postcode:**

**Daytime**

**Tel:**

**Email:**

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Please hand to your tutor for forwarding to:

Adult Learning Service, John Dryden House

8-10 The Lakes

Northampton NN4 7YD