



REDEFINE™

BE THE **BEST** OF YOU

**Specialist Alternative Provision for
Young People with SEND**

**“THE CHANGE
HAS BEEN
GENUINELY
REMARKABLE.”**

**“A REAL &
LASTING
DIFFERENCE
TO HIS LIFE
& OURS.”**

“Before connecting with Redefine, Alex was really struggling. His confidence was low, and day-to-day life often felt overwhelming for both him and for us as a family. We weren’t always sure how best to support him or what the future might look like.

Since working with the Redefine team, the change in Alex has been genuinely remarkable. He is more confident, more independent, and far more willing to engage with the world around him. We’ve seen him develop skills we once worried might always be out of reach, and most importantly, he seems happier and more settled in himself.

For us as parents, the support has been just as valuable. We feel listened to, guided, and reassured. Redefine haven’t just supported Alex, they have supported our whole family.

We are incredibly grateful for the patience, encouragement, and belief the team has shown in Alex. The progress he has made from where he started to where he is now has made a real and lasting difference to his life and to ours.”

– V. Lovell

**“THE BEST
THING THAT
HAPPENED
TO HIM.”***

*More parent & guardian testimonials
feature at the back of this book.

OUR MISSION

Providing *unparalleled*
support to young people
and their families.

We welcome
conversations with:

Local Authorities
SEN Teams
Social Care
Local Schools
Parents and Guardians

We believe that the
right environment &
guidance does far
more than educate a
young person.

*It changes the
trajectory of their life.*

**“I CAN FINALLY
SEE A
FUTURE
FOR MYSELF.”**



THE YOUNG PEOPLE WE MEET

By the time a young person arrives with us, something has usually gone wrong. Sometimes catastrophically so.

They have often been passed from placement to placement, being promised support by provisions that couldn't actually *deliver it*.

They may not have sat in a classroom for months. Sometimes years.

Often these young people arrive carrying something much heavier than their diagnoses and far trickier to repair.

Disappointment.

Distrust.

A devastating belief that they are the problem when, in reality, they are the ones who have been let down.

At Redefine, we don't see a problem. **We see a young person with infinite potential, who has not yet been understood well enough.**

We treat them as the individual they are, providing them with truly bespoke guidance, education and support. Building their very own team of expertly qualified and experienced coaches and tutors; matched to that young person's interests and personality.

Students are guided in the creation of their own goals, then in formulating realistic, sustainable and enjoyable targets to progress towards them.

We work closely with families, who are so often suffering from exhaustion and frustration in trying to find the right placement for their child. We know that **real support continues within the home.**

OUR VALUES



CURIOSITY

We think outside the box when it comes to connecting with and serving our clients.

We are always learning and growing, developing our skills and displaying a positive outlook



INTEGRITY

We do what we say we'll do. We know that keeping our promises builds crucial trust with our clients and our team, and creates a great company reputation



KINDNESS

We demonstrate genuine care for our clients, our company and the people working within it. We are devoted to a company culture that is accepting of everyone



EMPOWERMENT

We seek to empower our clients to achieve great things and empower our colleagues to do great work. We always aim to provide clients with increased strength and skills



PROFESSIONALISM

We hold ourselves to the highest professional standards - in the quality of our work, our punctuality and working relationships. We are always learning and growing



ACCOUNTABILITY

We hold ourselves and each other accountable and ensure that we do all we can to act as an exemplary coach and mentor. We use constructive criticism to improve

WHAT WE BELIEVE & WHY OUR YOUNG PEOPLE SUCCEED



We believe something that experience has taught us over and over again:

Education *alone* is not enough.

Mentoring *alone* is not enough.

A young person can have the best tutor in the world – and still not engage if they do not feel safe. They can have the warmest mentor and still drift if there is no academic structure.

So we are dedicated to delivering *both*, to an excellent standard, together.

Every single placement is built for the individual. We look at:

- Who this young person is
- What has and hasn't worked
- How they regulate
- What they love
- What frightens them
- What they are capable of (even if they can't see it yet themselves)

We do not slot them into a timetable. We build a pathway for *their* life.



OFTEN UNDERESTIMATED:

THE VALUE OF MENTORING

Many services offer mentoring, but few understand what it *actually requires* and why it makes such an impact on the educational process.

We know that our mentors are key to the effectiveness of a young person's education, laying down the relational groundwork that makes study possible.

The importance of this role means that at Redefine, we maintain a consistently high standard when it comes to who we employ. Our mentors are experienced professionals: educators; qualified coaches; SEND specialists; trauma-informed practitioners who are always further developing their skills. These are committed and inspiring individuals who have lived enough life to stay steady when things become difficult.

On the inevitable challenging days where our young people test, withdraw, push or shut down, our mentors show up with strength and reliability. Nurturing our young people in order to show them what they're truly capable of.

We match each young person with their team of mentors carefully because the evidence has repeatedly shown us that **when the relationship is right, transformation happens**. Attendance improves and learning stops being something resisted and resented.

At Redefine, we understand that trust is something earned; especially considering some of the environments and challenges our young people have experienced. **Our first priority is establishing the trust that opens doors to that young person's development.**

EDUCATION ^{DONE} DIFFERENTLY

We may be an Alternative Provision, but we are *not* an alternative to ambition.

We recognise our students' potential and are dedicated to helping them access the best of themselves. Our young people are capable of intellectual growth and working towards meaningful, recognised qualifications. Many have simply not been taught in a way that allows them to achieve this; having been underestimated far too often.

We deliver structured, high-quality academic education with the same rigour you would expect from any strong setting, while **adapting for complex learners and a variety of learning styles.**

This includes and not limited to:

**GCSE pathways – Functional Skills – Post-16 progression routes
Preparation for adulthood outcomes – ASDAN – BTEC – Short courses**

A student's curriculum is designed to align with EHCP outcomes and long-term goals. Progress is tracked carefully and each young person supported throughout their education by their own team of mentors and tutors. We maintain 1:1 and 2:1 ratios in all lessons.



BEYOND THE CORE

Our learners have shown us that **engagement begins with interest.**

As well as offering the core subjects such as Maths and English, **we offer extended subject opportunities** – including Japanese, humanities, creative pathways and practical disciplines – ever aware that curiosity reopens doors of possibility.

We are always extending the list of subjects we offer and are open to all subject enquiries. With our access to a wide range of resources and specialists, we strongly believe in **tailoring the learning experience to the individual and their interests.**

PREPARATION FOR ADULTHOOD

Our provision, while able to work with young people of compulsory school age when required, caters predominantly to post 16 learners. With this in mind, preparing our young people for adulthood and increasing their independence is something we take seriously. We look at:

**Functional literacy and numeracy – Independent travel skills –
Workplace expectations – Interview preparation – Financial literacy –
Community access and Communication skills**

Qualifications absolutely matter, but so does confidence ordering food, managing money, attending appointments and navigating conflict. These are **essential skills for a fulfilling, successful life.**





AN ENVIRONMENT THAT ENGAGES

We knew that if we were going to succeed where other provisions had struggled, **the physical space had to work as hard as the people inside it.**

By the time many of our young people come to us, school buildings and classrooms may represent failure; triggering anxiety or even threat. While we have addressed that solution with our learning pods, we also recognise that some of the best learning happens outside of four walls.

At Redefine, we are extremely proud of our HQ and the facilities we have built there. Including at the time of print:

**Purpose built learning pods – Forest school – Gardening zone –
Playing fields – Music room – Climbing wall – Bike building workshop
– Commercial kitchen – Wood workshop – Common room**

We are always expanding and reinvesting in our facilities; ensuring our young people have access to consistently high quality, engaging spaces of learning, growth and development.

**“SOME OF THE BEST LEARNING
HAPPENS OUTSIDE OF FOUR WALLS.”**

WHAT OUR YOUNG PEOPLE HAVE TO SAY



“Before I started Redefine, I had been out of mainstream education for upwards of 5 years, which would take a negative toll on anyone.

Missing out on countless years of socialising, learning and progression is detrimental, especially at such a young age.

Starting Redefine was tricky, I was quite nervous to start and wasn't completely sure what any of it would lead to in the end. Johan was a great help to get started. Seeing how kind and supportive most of the other mentors were had convinced me more to see it through.

I struggled to really build a connection with many, if any mentors at all at first, I was very unsure and cautious of others.

Now, I have developed so many skills and so many important aspects of my life through redefining, like relationships, skills, potential interests, people to turn to for advice, activities I participate in outside of redefining hours and probably much more.

A big part of this for me was getting to do my work experience at a Westonbirt Arboretum, where I met two very important characters in my life.

Redefine has helped me gain more of a voice for myself, quite literally. I've always been soft spoken and reserved but being here I feel that I've been given many chances to safely speak up and state my opinions and feelings.“

– DF

WHAT OUR YOUNG PEOPLE HAVE TO SAY

“My name is Evie, and before I came to Redefine, I lacked enthusiasm, had no plans for my future, and hadn’t attended school for two years.

Since starting at Redefine, I’ve built strong relationships with the mentors and received one-to-one support from teachers who really understood my needs.

The learning was adapted for me, which helped me achieve things I never thought I could. I’ve gained new skills and qualifications, including a diploma in nails and an ASDAN in food health and safety, and I am still working towards my GCSEs.

I’ve also grown in confidence, especially in the kitchen, through one-to-one cooking lessons, and I now feel confident enough to cook at home for my mum.

I’ve applied for college and can finally see a future for myself.

Thanks to Redefine for giving me a chance and supporting me, I now look forward to going to college and focusing on myself and my future.”

– EP



PARENTAL & PROFESSIONAL FEEDBACK

“When my son first entered the EHCP process five years ago, he was a complete school refuser. **He was unable to leave the house, overwhelmed by anxiety, and had lost all trust in education.** Alongside his diagnosis of complex autism with a high-functioning profile, he also lives with several serious co-occurring conditions that affect his emotional regulation, sensory processing, and ability to cope with everyday demands. **As a family, we were exhausted and unsure how to support him.**

The provision he received through this organisation changed everything. They understood the complexity of his needs—not just the autism itself, but the layered challenges that came with it. They recognised that his high-functioning presentation did not mean low support needs. They adapted their approach to his sensory profile, his anxiety, his communication style, and the additional conditions that made traditional schooling impossible for him.

Their patience, specialist knowledge, and flexible, trauma-informed practice allowed him to engage at a pace he could tolerate. There was no pressure, no judgement. Just consistent, skilled support that met him exactly where he was.

Over time, **those small, carefully supported steps became meaningful progress.** He began to leave the house. He began to learn again. He began to trust adults and feel safe in an educational environment. **The transformation has been remarkable: he now participates, communicates, and approaches learning with a confidence we once thought impossible.**

PARENTAL & PROFESSIONAL FEEDBACK

For parents navigating the EHCP system, and for professionals making decisions about provision, I want to highlight this clearly: children with complex autism and co-occurring conditions cannot thrive in settings that are not tailored to their needs. The right environment is not a luxury; it is essential. **My son did not need more pressure or a standardised approach. He needed specialist understanding, flexibility, and a setting that recognised the full complexity of his profile.**

This organisation provided exactly that. Their work has not only supported his education—it has restored his wellbeing, his confidence, and his future opportunities. **I hope his story helps others see the life-changing impact of truly needs-led, specialist provision within the EHCP framework.”** – AP

“Because of the training you give staff my son has been able to thrive. He has complex HF ASD something which the ‘professional school’ never bothered to learn or train in and as a consequence we nearly lost him. He is now thriving being allowed to do so in his own way. **It’s amazing to have my wonderful son back.**” - SB

*More parental testimonials can be found on our social pages; please find details on the back cover of this booklet.

PARENTAL & PROFESSIONAL FEEDBACK

We at New Chapters have been Working alongside Redefine since Dec 2025, it has been an incredibly positive experience for us as a care provider. **From the very beginning, their team demonstrated a deep understanding of the persons individual's needs, ensuring that the young person receives tailored support that genuinely makes a difference.** Redefine were accommodating during the transition process and allowed us as a provider to observe the young person in an environment that they felt comfortable with. The team were welcoming and clearly knowledgeable on not only the person we support but the challenges that may be faced.

What stands out most is their commitment to person-centred care. They take the time to listen—not only to the individuals they support, but also to professionals like myself—creating a truly collaborative environment. Communication is always clear, timely, and respectful, which makes coordinating care plans smooth and effective.

I've seen firsthand the progress and confidence that individuals gain through their support. Their staff are compassionate, highly trained, and consistently go above and beyond to create a safe, nurturing, and empowering setting. It's evident that they are passionate about what they do, and that passion translates into meaningful outcomes for those in their care.

I would highly recommend this provider to any professional or family seeking reliable, high-quality support for individuals with special educational needs. They are a trusted partner in delivering care that truly puts people first. - LH, **New Chapters Support and Wellbeing**



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