

SEND - Response to Local Offer Questions

When the Children and Families Bill becomes enacted in 2014 local authorities will be required to publish and keep under review information from services that expect to be available for children and young people with SEND aged 0-25. The intention of this local offer is to improve choice and transparency for families. From the Local Offer parents and carers will know what they can reasonably expect from their local area. It will also be an important resource for professionals in understanding the range of services and provision in the local area. This information will be web based and there is an expectation that all providers will need to answer the **9 questions** (as referenced to in this document). We have added prompts as guidance but there may be more information that you would like to add about your **service**. For more information visit <http://www.se7pathfinder.co.uk/>

Name of Children's Centre: Hamsey Green Sure Start Children's Centre Date: 13th January 2015

Local offer: 9 Service Specific Questions	Answers
<p>1. What does your service do?</p> <p>What is the key purpose of your service and how does it contribute to better outcomes for children and young people with special educational needs and disabilities and their families?</p> <p>What are the typical activities that you do?</p>	<p>We are a small part time centre with 3 members of staff. The Children's Centre supports children under 5. We provide a weekly timetable with a variety of activities/sessions for families and their children. Our timetable changes to meet the needs of our families. We provide information, advice and support. We work closely with our partners to support families and provide an outreach service to those families that need extra support. We are a small centre and our room capacity is 12 children. We have an outside area and when this is accessible we raise the capacity to 15 children. We are open Mon to Thurs 48 weeks of the year. Our typical timetable consists of: New Parents Group – information and advice from partners Support group for families with children who have or may have additional needs Stay and Play sessions</p>

<p>Do you have any limitations on the amount of time your service will support a child or young person?</p> <p>Do you provide any on-going support?</p>	<p>Bookstart Corner Baby Clinics Maternity Clinics Health Checks Antenatal Groups</p> <p>There is no limitation to the amount of time our service will support a family IF they have a child under 5 in the family.</p> <p>We review the outreach caseload every 6 weeks.</p>
<p>2. Where is it located and what areas does it cover?</p> <p>Where are your main locations and do you work across the whole local authority area?</p> <p>Are there any differences in your offer in different parts of the local authority area?</p>	<p>We are based at: Hamsey Green Primary School Infant School Site Tithepit Shaw Lane Warlingham Surrey CR6 9AP Tel: 01883 625255 Email: centre@hamsey.surrey.sch.uk</p> <p>Our reach area stretches from Hamsey Green to Warlingham, down to Whyteleafe and up to Caterham on the Hill. It is defined by postcodes and therefore is not always obvious as to which families come into the reach area. We work closely with Caterham Children's Centre who are based at Marden Lodge School to address this issue and offer support for local families.</p>
<p>3. Who does your service provide for?</p> <p>What types of need and age ranges do you cover?</p>	<p>Our services are for the parent/carer and the child/children under 5 years.</p> <p>We identify that to provide these services we often need to support the 'whole' family – although older siblings are not able to attend the sessions unless they are a 'family' event.</p>

<p>What are the eligibility criteria to use your service?</p> <p>Are there any types of disabilities that you do not provide for?</p>	<p>Families need to register with the Children's Centre whose reach area they live in.</p> <p>We provide an 'all inclusive' environment and have wheelchair access and a disabled parking bay.</p> <p>We strive to make any reasonable adjustments to meet individual need.</p>
<p>4. How can I start using the service?</p> <p>I can make direct contact myself or would there need to be a referral from someone else and if so, who?</p> <p>Do you charge for the service and if so, what are the costs?</p> <p>Can I use my personal budget to pay for the service or to add to the service?</p> <p>Are there any waiting lists and if so, how long are they?</p>	<p>The centre has an open door policy for families to call in for advice and information.</p> <p>The majority of the sessions are bookable by telephone, in person or email.</p> <p>For outreach support a referral form would need to be completed by one of our partners i.e. health visitor, home start, portage, early support, another children's centre OR through self-referral by the outreach worker.</p> <p>We ask for a voluntary contribution towards refreshments and resources for the session/s.</p> <p>There is no charge for outreach services.</p> <p>The outreach worker has a caseload limit which is reviewed regularly. A waiting list for support is dependent on the families need and current outreach caseload.</p>
<p>5. How are decisions made about who can use your service?</p> <p>How are these decisions made and who makes them?</p>	<p>Our remit comes from Surrey Early Years and Childcare to provide support for families with children under 5 years in our reach area.</p> <p>Our Advisory Board meets each term and supports the centre to provide a service for local families, identifying the needs and priorities and ensures that a service delivery plan is in place. All meetings are</p>

<p>How will I know the reasons behind their decisions?</p> <p>How will you help me understand them?</p>	<p>minuted. We have a parent represent on the Advisory Board.</p> <p>The centre is governed by Hamsey Green Primary School Governing Body.</p> <p>Parents/carers are invited to feedback back at all sessions. During the sessions they can freely share their ideas and suggestions. There is a comments book held on reception. Parents/carers can also email their comments. All feedback is evaluated and is considered to plan sessions and services. Parents/carers are consulted before any timetable/service changes are made.</p> <p>A service delivery plan and self-assessment is completed each year. We provide regular time timetables updates, information hand-outs, newsletters. Information is also displayed on our website. Families attending the centre build relationships with staff and conversations take place.</p> <p>We have a Children's Centre vision statement and Children's Centre Charter displayed. We follow the Surrey guidelines for parent's complaints. Our policies and procedures are available and are also on our website.</p>
<p>6. How do you communicate with service users and how are they involved in decision making/planning?</p> <p>What are your usual methods of seeking the views of service users?</p> <p>Do you use any specialist communication system e.g. signing?</p>	<p>As above.</p> <p>We do not have any specialist communication system or additional language staff.</p> <p>We have a wide range of leaflets and information – anything that we do not have we promise to resource.</p> <p>All parents/carers and their children attend and engage in the</p>

<p>What leaflets and information do you have?</p> <p>How does the service communicate with parent carers whose first language is not English?</p> <p>How will I know how well my child or young person is doing?</p> <p>Do you offer any parent training or learning events?</p>	<p>sessions together, this provides an opportunity for parents/carers to see first-hand how their child is progressing. Through relationships built with the centre staff parents/carers are able to discuss the progress of their child.</p> <p>We do not timetable training for adults. It is provided on an as needed basis. We are able to signpost to local services.</p>
<p>7. Is your service fully accessible?</p> <p>Is the building fully wheelchair accessible?</p> <p>Have there been improvements in the auditory and visual environment?</p> <p>Are there disabled changing and toilet facilities?</p> <p>Do you have a changing places facility?</p> <p>What support is there for a child with additional needs in general areas e.g. waiting rooms?</p> <p>How will my child or young person be able to access all of the activities of the service and how will you assist him or her to do so?</p>	<p>We are a wheelchair friendly site, with a disabled parking bay, the toilet is wheelchair friendly.</p> <p>We provide a changing mat and training potty in the toilet.</p> <p>We work with our partners (portage, early support, homestart) to provide a safe and secure environment for children and adult with additional needs during our additional needs session.</p> <p>We carry out a risk assessment before ALL sessions/services.</p> <p>We are a small centre with one main room, comfortable reception area with seating and a smaller room that can be used for confidential meetings.</p> <p>Our session are led by centre staff/partners and our volunteers support. Staff are confident in adjusting the facilities to incorporate all needs. There is also a focused session for children who have or may have additional needs if this is considered beneficial.</p>
<p>8. What training are the staff supporting children and young people with</p>	<p>Staff complete the appropriate training through Surrey EYCS. Staff leading the additional needs group have been trained in SEN</p>

<p>SEND had or are having?</p> <p>This should include recent and future planned training and disability awareness. Are there any specialist staff?</p> <p>Do any other services work closely with yours?</p>	<p>alongside partners providing their individual professional qualities i.e. portage, early support, homestart. All sessions are planned and evaluated.</p>
<p>9. Who can I contact for further information?</p> <p>Who would be my first point of contact if I want to discuss something about my child/young person?</p> <p>Who else has a role in my child's/young person support?</p> <p>Who can I talk to if I am worried?</p> <p>Who should I contact if I am considering whether child/young person would benefit from the service?</p>	<p>For further information, questions or to discuss your own particular needs please contact: Centre Manager on 01883 625255 As explained above we work closely with our partners to provide our services. Each session/service as a focused aim. You could talk to any member of the centre staff to find out more information to identify if and how the session/service would benefit your child. Health visitors are available during clinic times and specific sessions to talk about your worries, concerns and/or child's development.</p>

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