



## Special Educational Needs and Disability (SEND)

Local offer: 9 Service Specific Questions	Answers
<p><b>1. What does your service do?</b></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>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>	<ul style="list-style-type: none"> <li>• Information, Advice and Guidance</li> <li>• Play &amp; Learn sessions open to all</li> <li>• Adult learning courses inc: Paediatric 1<sup>st</sup> Aid, Keeping up with the Kids</li> <li>• Baby massage</li> <li>• Parenting programmes</li> <li>• Bookstart</li> <li>• Outreach support in the home and in the children's centre (6 week initial agreement with a review for on-going support)</li> <li>• Holiday activities</li> <li>• Signposting to extensive professional network including portage, Waverley Training services, health visitors, Homestart</li> <li>• Signposting to larger centres for services not available at EVSSCC</li> <li>• Support in getting back to work; cv writing, job applications</li> </ul> <p>Our centre is open Monday, Tuesday and Wednesday 9am - 3pm.</p>
<p><b>2. Where is it located and what areas does it cover?</b></p> <p>Where are your main locations and do you work</p>	<ul style="list-style-type: none"> <li>• Elstead &amp; Villages Sure Start Children's Centre, St James School, Thursley Road, Elstead, Surrey GU8 6DH</li> </ul>

<p>across the whole local authority area?</p> <p>Are there any differences in your offer in different parts of the local authority area?</p>	<ul style="list-style-type: none"> <li>• 01252 706915</li> <li>• <a href="mailto:ccadvice@st-james-elstead.surrey.sch.uk">ccadvice@st-james-elstead.surrey.sch.uk</a></li> <li>• <a href="http://www/evsscc.org.uk">www/evsscc.org.uk</a></li> <li>• Services also run from Wrecclesham Community Centre, Greenfield Road, Wrecclesham, Surrey GU9 8TJ</li> <li>• Our large area covers: <ul style="list-style-type: none"> <li>Elstead</li> <li>Brook</li> <li>Thursley</li> <li>Lower Bourne</li> <li>The Bourne</li> <li>Wrecclesham</li> <li>Boundstone</li> <li>Shortheath</li> <li>Rowledge</li> <li>Tilford</li> <li>Dockenfield</li> <li>Churt</li> <li>Frensham</li> </ul> </li> <li>• We are part of the Waverley cluster of Sure Start Children's Centres and work closely with the two centres bordering our area to the north</li> <li>• The mobile children's centre is used weekly at an isolated rural community within our reach area</li> <li>• The SPOOKS group is promoted and supported by the centre</li> <li>• We are a small part time centre but have knowledge of our area and its contacts to support and signpost wherever necessary.</li> </ul>
<p><b>3. Who does your service provide for?</b></p> <p>What types of need and age ranges do you cover?</p>	<ul style="list-style-type: none"> <li>• Services offered are for children aged 0-4 and their families/carers</li> <li>• Needs supported include: speech delay, developmental delay, physical disabilities, ADHD and other neurological diversity</li> </ul>

<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>	<ul style="list-style-type: none"> <li>• All children aged 0-4 and their families who live within our reach area and our registered with our centre can use our services</li> <li>• Children living outside our area can use our universal services such as play and learn sessions</li> <li>• The children's centre is inclusive to all and will make reasonable adjustments to meet individual need</li> </ul>
<p><b>4. How can I start using the service?</b></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>Are there any waiting lists and if so, how long are they?</p>	<ul style="list-style-type: none"> <li>• Referrals are taken from any professionals via our centre's referral form</li> <li>• Self-referrals are always welcomed</li> <li>• Our services and sessions are free of charge however they may be a small charge for some courses. Anyone who is in receipt of government assistance or has difficulty paying will be supported</li> <li>• There are sometimes waiting lists for courses. In the first instance we work with other centres to see if they can offer a place on a course they are running.</li> </ul>
<p><b>5. How are decisions made about who can use your service?</b></p> <p>How are these decisions made and who makes them?</p>	<ul style="list-style-type: none"> <li>• Our priorities are based on data provided by Surrey County Council, information for our partners, local knowledge and demand from our local are</li> <li>• We also base our priorities on the Core Purpose for Sure Start Children's Centres which are School Readiness; Parenting Aspirations and Self Esteem; Child and Family Health</li> </ul>

<p>How will I know the reasons behind their decisions?</p> <p>How will you help me understand them?</p>	<ul style="list-style-type: none"> <li>• Decisions on what is a target, priority or focus are made by our Advisory Board with input from health, education, parents and local partners. Minutes of these meetings are available to view</li> <li>• The centre's policies are available to see, please just ask</li> <li>• For any information about the centre have a look on the website or drop in for a chat</li> </ul>
<p><b>6. How do you communicate with service users and how are they involved in decision making/planning?</b></p> <p>What are your usual methods of seeking the views of service users?</p> <p>Do you use any specialist communication system eg signing?</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>We welcome all comments from and communication with the children and families who are in our reach area and use the centre. The ways we encourage this:</p> <ul style="list-style-type: none"> <li>• Annual questionnaire</li> <li>• Regular feedback questionnaires after courses, events and sessions</li> <li>• Parent members on the advisory board</li> <li>• Communication when in the centre or by phone/email</li> </ul> <p>Leaflets and information available includes:</p> <ul style="list-style-type: none"> <li>• Term time flyer</li> <li>• Quarterly courses and activities flyer</li> <li>• Website</li> <li>• Policies and procedures</li> <li>• Information, Advice and Guidance officer</li> </ul> <ul style="list-style-type: none"> <li>• Community links</li> <li>• Support from REMA</li> </ul>

<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>	<ul style="list-style-type: none"> <li>• Feedback from Outreach worker in sessions or after home visits</li> <li>• Tracking in partnership with nursery settings</li> <li>• Assessment with health professionals and sharing information</li> <li>• Support in meetings with professionals</li> </ul> <p>Parenting and adult learning courses are run or places are available at neighbouring centres</p>
<p><b>7. Is your service fully accessible?</b></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>	<ul style="list-style-type: none"> <li>• Our centre is very accessible with wide doors and no steps so fully wheelchair accessible.</li> <li>• There are disabled toilet facilities</li> <li>• The alarms for fire and distress are both audible and visible</li> <li>• Our equipment is fully accessible</li> <li>• The outdoor area is fully accessible</li> <li>• We will assist any child or young person to access our services with advice from the child and family and our professional network</li> </ul>
<p><b>8. What training are the staff supporting children and young people with SEND had or are having?</b></p> <p>This should include recent and future planned</p>	<p>All staff have a good understanding of equality and diversity and have read and</p>

<p>training and disability awareness. Are there any specialist staff?</p> <p>Do any other services work closely with yours?</p>	<p>acknowledge our policies and procedures to promote and ensure inclusion.</p> <p>Advice and information is always available via Surrey Early Support, portage and the local health team.</p> <p>The local professional network including health and education work very closely with our team and are always available for help and advice.</p>
<p><b>9. Who can I contact for further information?</b></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>	<ul style="list-style-type: none"> <li>• Children's centre manager</li> <li>• Outreach worker</li> <li>• Advice, Information and Guidance Officer</li> <li>• GP</li> <li>• Health Visitor</li> </ul> <ul style="list-style-type: none"> <li>• Other agencies such as health visitor, GP, nursery manager, school, early support worker, social worker</li> </ul> <ul style="list-style-type: none"> <li>• All of the children's centre staff are very willing to talk to you if you have any concerns. All the professional who are involved with you and your child will also be keen to help</li> </ul> <ul style="list-style-type: none"> <li>• Children's centre manager</li> <li>• Outreach worker</li> <li>• Advice, Information and Guidance Officer</li> <li>• GP</li> <li>• Health Visitor</li> </ul>

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