

Local Offer: Form for EY Providers

What is the Local Offer?

From September 2014 every Local Authority will be required to publish information about services they expect to be available in their area for children and young people, from birth to 25, who have Special Educational Needs and/or Disabilities (SEND); and also services outside of the area which they expect children and young people from their area will use. This will be known as the '**Local Offer**'. The Local Offer will put all the information about education, health and care services, leisure activities and support groups in one place.

In order for the Norfolk Local Offer to represent all providers we need you to complete the following form about your organisation/service.

How do I answer the questions for my provision?

The questions were designed with young people, parents/carers so you can be sure that your Local Offer will answer the main questions they will have about your service.

It is important that you read through all the questions before starting to complete the form. Some of your initial responses may fit better for questions that come later.

- Use short, 'bite-size' sentences or paragraphs to communicate the information
- Use no more than 250 words/ 2 paragraphs per question
- Use simple language
- Never assume young people or their parents know the SEND system so always answer as if this is the first information they have received
- Include **direct** links to other information sources where further detail would be recommended, e.g. a regulatory body
- Avoid the use of jargon, abbreviations or 'professional speak'; use plain English
- Be realistic about the service you offer and be honest about what people can expect from you
- Be clear about eligibility and criteria so as not to set false expectations
- To ensure your Local Offer is clear ask an independent person to proof read the final version of the Offer (preferably a user of the service) before publication

If you need help completing the form then please contact the Norfolk Family Information Service on:

Tel: 01603 222300
Email: fis@norfolk.gov.uk

<p>1. What is the name of your service?</p>
<p>Broadland Group of Children's Centres including;</p> <ul style="list-style-type: none"> • Aylsham and Reepham • Stalham and Broadland • Drayton, Taverham and Hellesdon • Spixworth and Sprowston
<p>2. What is your service? Please provide a brief description of your provision including what your organisation/service aims to achieve for children & young people with Special Educational Needs and/or Disabilities (SEND) and their families?</p>
<p>Children's Centres offering inclusive universal services to all children and their parents and specialised groups and services for children with SEND (portage, autism groups, sensory areas). Our group of Children's Centres is committed to promoting equality, valuing diversity and working inclusively in all our services and activities. The Centres provide Stay and Play sessions planned to the Early Years Foundation Stage, Parenting and Family Support, Adult Education and Employment Advice and access to Child and Family Health Services.</p>
<p>3. Where is your service located, what geographic area(s) does it cover? How is it delivered? (Clinic, outreach, school, community centre etc)?</p>
<p>Delivered within the Children's Centres and also in outreach venues across the reach area.</p>
<p>4. What needs does your service aim to meet for children and young people with SEND and their families?</p>
<p>We take into account the needs of the communities we serve and develop services to meet need, whilst ensuring that our services remain relevant and accessible to all.</p>
<p>5. What outcomes does your service aim to achieve for children and young people with SEND and their families?</p>
<p>We aim to ensure that all children are provided with services that help them to fulfil their full potential and to enable them and their families to be supported throughout their early years.</p>
<p>6. How can children & young people with SEND and their families start to use your service?</p>

<p>Please indicate if access to your service requires a referral and/or assessment of need and who will undertake this. Can families self-refer?</p>
<p>Families register with the Children's Centre, usually from birth through their Health Visitor. However families with a child 0-5 years can register at any time through contacting the Centres</p>
<p>7. How is your service fully accessible to children, young people with SEND and their families eg: facilities, support from staff?</p>
<p>We work hard to identify and reduce any barriers to our opportunities and service provision, through consultation, impact assessment, monitoring, reporting and action planning.</p>
<p>8. How do you communicate with children, young people with SEND and their families?</p>
<p>All families with a child aged 0-5 years will be sent our activity planners and encouraged to register with the Children's Centre from Birth. We also work closely with Early Years Settings and the Portage service.</p>
<p>9. Are you a registered service and if so who is your regulatory body?</p>
<p>We are a Children's Centre funded by Norfolk County Council and managed by Action for Children.</p>
<p>10. What training have your staff and/or volunteers received to support children and young people with SEND and their families?</p>
<p>Our staff are trained in child development knowledge and approaches and also specific workers who have received SEND, Equality and Portage training.</p>
<p>11. Who can I contact for further information about your service?</p>
<p>Contact the Children's Centres on:</p> <p>Aylsham-01263 735574 Stalham-01692 583710 Drayton-01603 864338 Sprowston-01603 301408</p>
<p>12. Who can I contact if I have a compliment, concern or complaint about your service?</p>
<p> </p>

Service Coordinator – Becky Marshall on the centre phone numbers or at
becky.marshall@actionforchildren.org.uk

13. What future plans do you have for developing your service?

Our aim is to be as accessible as possible to all families with a child aged 0-5.

14. Are you able to accept Direct Payments? If so what is the cost of your service? (specify whether hourly, unit rate, day rate etc)

Services provided by the Children's Centre are generally free. The sensory room at Stalham is available to hire for 50p per hour.

Agreement to Terms and Conditions of Norfolk Family Information Service

Declaration: I have read the terms and conditions and I agree to abide by them. I agree for the details of my organisation to be made available to the public via the latterly stated channels.

Name (Please Print)	Becky Marshall
Signature (This can be a typed name rather than a scanned signature, if returned by email)	R Marshall
Name of organisation	ACTION FOR CHILDREN
Position in organisation	SERVICE COORDINATOR
Date	3/9/18

Please note that unless this form is completed, signed and returned to the Norfolk Family Information Service we will be unable to make your details available to enquirers looking for information on Local Offer services.

Data Protection Act: the information you provide will be held by the Norfolk Family Information Service and supplied to the public and on the Internet only if you have given your consent. If you do not give consent then it will be held for local authority regulated mailing and statistical purposes only.

Please return all forms to: fis@norfolk.gov.uk
or
Norfolk County Council
Family Information Service
RM43 County Hall
Norwich
NR1 2DL

Many thanks for your support in making the Local Offer a valuable resource for Norfolk families



Norfolk Family Information Service

Terms and Conditions of Registration with the Norfolk Family Information Service

1. Consent to Publicity

The Norfolk Family Information Service will publicise services by making information about them available to the public, and other local authorities, in the following ways:

- **Verbally** – by phone or face to face.
- **In Writing** - in print or by email or fax.
- **Digitally** – online or text. Please note that information available via the internet may be accessed by people in countries and territories outside the European Union (EU) which may operate different levels of data protection than apply in the United Kingdom.

Providers may withdraw or restrict their publishing consent at any time in the future by confirming their intention in writing to the Norfolk Family Information Service.

2. Submitting Information to Norfolk Family Information Service

All information submitted to the Norfolk Family Information Service must be accurate and regularly updated via an on-line facility or in writing. Access to the on-line facility should be restricted to those who need it within an organisation, and the username and password should be kept secure, and changed when staff changes occur.

3. Agreement to and Failure to comply with Terms and Conditions

All providers must agree to abide by the above terms and conditions in order to register their details with the Norfolk Family Information Service. The Norfolk Family Information Service reserves the right to remove any organisation that fails to comply with the above terms and conditions.

FOR OFFICE USE ONLY

1. The provisions is available for:

Pre-birth & pre-school age	Primary age	Secondary age	Post 16 age

2. The provision can support the following needs:

Communication & interaction	Cognition & learning	Social, mental and emotional health	Sensory impairment and/or physical health

3. The **primary** support for children & young people is:

Education	Health	Social care	Preparing for Adulthood	Family support and activities

4. The provision is accessible as a

Universal service (No referral required)	Targeted service or Specialist service (Referral required)