

## **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.

You can view Norfolk County Council's whole SEND Local Offer at [www.norfolk.gov.uk/send](http://www.norfolk.gov.uk/send)

### **What is your service?**

First Steps is in a rural area in a converted single storey building for ages 2-5. Availability of places is driven largely by staffing ratios. Staff are experienced and qualified. We work with parents/ carers to ensure best possible outcomes and support. We offer a consultation with a child's keyworker every term, or informally when needed. Support and care plans created with families. Brochures and short form leaflets also available for parents/carers.

**Contact directly: Andrea Jolly (Supervisor) - on 01760 447444 or [rrfirststeps@btinternet.com](mailto:rrfirststeps@btinternet.com)**

### **Where is your service located and what geographical area does it serve?**

We are a pre-school setting on the edge of the village of Ashill. We have close links with many of the surrounding schools, to support our children in making healthy transitions into their chosen reception class. Children attend from a fairly wide geographical area, as well as from the local village.

We offer a Toddler Group which runs on Thursday mornings in the same building. For parents and carers interested in a place at First Steps, this gives an opportunity to familiarise themselves and their child with the surroundings, resources and staff.

### **What needs does your service aim to meet for children and young people with SEND and their families?**

Through the daily routines, opportunities and experiences, we aim to support all the children that attend our setting to enable them access to high-quality early years childcare, which will support each child to make suitable progress within the Early Years Foundation Stage.

We provide a safe and stimulating learning environment, both indoors and outside. Children are encouraged and supported to develop in all areas of their development.

Our staff have a great deal of experience, working with children and their families with a variety of needs. We work alongside other professionals and health care workers to ensure that the needs of all our children are met.

Ongoing observational assessments are made of all children and are linked to the Early Years Foundation Stage. This in some cases identifies individual needs. These observations will be discussed with the SENDcos. If your child's key person has identified a possible individual need, they will discuss this with you, and plan with you to support your child's learning and development.

Our SENDcos will offer support and advice to your child's key person and other staff in the setting and will also liaise with other professionals to seek advice and support in identifying individual needs if necessary.

### **What outcomes does your service aim to achieve for children and young people with SEND and their families?**

First Steps offers experienced and qualified staff who are able to work with children and families to achieve the best possible outcomes for every child. We work with parents/ carers if a referral is needed, draw up Individual Care Plans or Support Plans if required and attend transitional meetings at the child's onward school where a child has been identified with SEND either by the pre-school or the parent/carer. A member of staff may also visit the onward school in the first term of the child attending.

### **How can children & young people with SEND and their families start to use your service?**

Places are available from the age of 2 years. Parents/carers are advised to make contact and or visit the setting prior to requiring a place to ensure that a place can be made available when required.

We are happy to work closely with other professionals to support the needs of the children attending the setting. We welcome and encourage visits to support information sharing, which enable us to understand your child's needs fully.

We offer stay and play sessions prior to starting at the pre-school. This enables children to become familiar with staff and the organisation; and also helps parents to get to know the pre-school and staff before leaving their child for the first time. We also offer a Home Visit; an opportunity for a member of staff to visit your child at home and to discuss your child's starting points and key information about the setting.

### **How is your service fully accessible to children, young people with SEND and their families, e.g., facilities, support from staff?**

The pre-school has a wide range of resources to support children and young people with special educational needs and/or disabilities. We have a stable staff team, well trained and experienced in working with children and families with a range of needs. The building is easily accessible which ensures children or adults with reduced mobility can move about safely. A disabled toilet and sensory equipment are available.

### **How do you communicate with children, young people with SEND and their families?**

We work closely with parents and carers to ensure their needs and the needs of their children are met at the setting. We communicate through a variety of means; face to face, formal and informal conversations and newsletters. However, we are able and willing to adapt our methods of communication to suit the needs of our service users as required.

Pictures, displays and technologies are all aids for developing and building on communication.

Parents/ carers are offered a consultation with their child's keyworker every half term, or informally when needed. Parent and child views are sought at these consultations. A full parent/ child survey is performed annually. Parents who have English as an Additional Language are offered either a translated version of key documents, or an abbreviated English version either verbally or in writing. Some staff have received training in supporting children whose first language is not English and we use picture cards to help children to communicate. The pre-school has offered additional courses to parents/ carers including Parenting Courses and CAP Money Management.

**Are you a registered service and if so, who is your regulatory body?**

First Steps Pre-school is registered as a Charitable Incorporated Organisation under the Fountain of Life Church. We are also registered with OFSTED.

We offer two year old funding for families who qualify, universal 15-hour funding for children aged 3 & 4, and 30-hour funding for children whose parents qualify for extended funding.

**What training have your staff and/or volunteers received to support children and young people with SEND and their families?**

All our staff hold a relevant childcare qualification and have many years of experience in working with families to support needs.

We are committed to supporting all members of our community and staff are always willing to seek out knowledge and information to support the children in our care as required.

Staff are trained in paediatric first aid and have training to support behaviour management; this training is regularly revisited and ensures that staff have access to the most up to date information.

**Who can I contact for further information about your service?**

Andrea Jolly- Supervisor - on 01760 447444 who will be able to advise potential users about First Steps and arrange a visit to the pre-school.

**Who can I contact if I have a compliment, concern or complaint about your service?**

The setting manager, Andrea Jolly, can be contacted for any matters arising. We have a setting complaints procedure in place, details of which can be found on the notice board in the Sunflower Room.

Parent Surveys provide opportunities for parents and carers to have a voice in the pre-school's daily routines, management and organisation. Good working relationships with all our stakeholders encourage and provide opportunities for feedback and ideas for setting development.

**What future plans do you have for developing your service?**

We are committed to ensuring that our setting meets the needs of families and children. We aim to focus on aspects where there has been the greatest need such as speech and language, and to make investments such as in technology to support communication. Staff are accessing training which will be cascaded down to all staff, to enable us to help improve the outcomes for our children.

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

Parents can pay by cheque, cash or bank transfers. We also accept government childcare vouchers. We do not accept Direct Payments.

The pre-school is open term times only. On Mondays, Tuesdays and Wednesdays morning sessions are 9am -12.00pm (or 1.00pm if staying for lunch) and afternoon sessions are 12.00pm – 3pm. On Fridays sessions are 9am-12noon.

Parents are invoiced at the start of each term; however, payment can be made monthly or weekly as required.

## **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.

<b>Name</b> (Please Print)	Rebecca Russell
<b>Signature</b> (This can be a typed name rather than a scanned signature, if returned by email)	Rebecca Russell
<b>Name of organisation</b>	First Steps Pre-school
<b>Position in organisation</b>	Compliance and Admin Manager
<b>Date</b>	06/01/2020

**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](mailto: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 provision 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)