

Name of Children's Centre: The Red Oak Sure Start Children's Centre Date: Updated 04/09//2017

Local offer: 9 Service Specific Questions	Prompts	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>	<ul style="list-style-type: none"> <li>• Sensory room</li> <li>• Support groups e.g. Portage</li> <li>• Information &amp; Advice</li> <li>• Signposting</li> <li>• Support with processes/form filling</li> <li>• Holiday activities</li> <li>• Play and learn sessions</li> <li>• Links with other agencies</li> <li>• Outreach work</li> </ul>	<p>The Red Oak Sure Start Children's Centre is a one stop shop for families from pregnancy to primary school offering advice and information, play and learn sessions, parenting and adult learning courses and 1:1 family support.</p> <p>The Red Oak provides activities that are inclusive to all and welcomes families that have children with special educational needs or a disability at any of our sessions. We also run courses for parents and carers such as the Parenting Puzzle and HENRY (Health, Exercise, and Nutrition for the really young). Where possible a crèche is provided. Special workshops in play, cookery, budgeting skills, language, literacy and communication are a regular feature of our termly programme.</p> <p>1 to 1 work with families is based on a 6 visit programme which will then be reviewed with the decision to either continue support, signpost to another service or the family are happy to access services/groups etc independently.</p> <p>Where appropriate we are able to offer signposting or referral to a range of local agencies.</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><b>2. Where is it located and what areas does it cover?</b></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>	<ul style="list-style-type: none"> <li>• Centre address/contact details</li> <li>• Borough/cluster</li> <li>• Collaborative working</li> <li>• CC Reach area</li> <li>• Community venues</li> <li>• CC Bus</li> <li>• Support groups</li> </ul>	<p>The Red Oak Sure start Children's centre is based in Merstham on the ground of Furzeffield primary school.</p> <p>Address: The Red Oak Children's Centre, Radstock Way , Merstham, Surrey, RH1 3NH</p> <p>Telephone: 01737645908 Email: <a href="mailto:info@theredoak.org.uk">info@theredoak.org.uk</a></p> <p>Parking is limited with local street parking. The building is all on the ground and accessible to wheelchairs.</p> <p>If you do not fall within our reach area we can refer you to your local Children's Centre. All of the Children's Centres in Redhill, Reigate and Merstham, though separate organisations, work collaboratively to provide services to local families.</p>

<p><b>3. Who does your service provide for?</b></p> <p>What types of need and age ranges do you cover?</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>	<ul style="list-style-type: none"> <li>• Is the group for both parent/carer and child or either?</li> <li>• Identify need supported</li> <li>• Age range catered for e.g. 0-4/older siblings</li>   <li>• Register with children's centre</li> <li>• Living within the reach area.</li> <li>• Age range</li>   <li>• Inclusive to all</li> <li>• Make reasonable adjustments to meet individual need</li> </ul>	<p>The Red Oak children's centre provides services for families with children under 5 including during pregnancy.</p> <p>Parents and carers wishing to access Children's Centre services need to register with the Centre.</p> <p>Our services are universal, open to all families with at least one child under 5</p> <p>Please talk to us about your child's needs and we will endeavour to make adjustments to meet their needs</p>
<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>	<ul style="list-style-type: none"> <li>• Referred from a different agency e.g. HV/social care/portage</li> </ul>	<p>Families wishing to use the service can contact us directly. They also be referred by another professional e.g. your Health Visitor, Social Worker or Portage.</p> <p>Our sessions are available to all (unless they state</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>	<ul style="list-style-type: none"> <li>• Self-referral</li> <li>• Contact the centre direct</li>   <li>• Free</li> <li>• charge made</li> <li>• Voluntary contribution</li>   <li>• Referrals outreach support</li> </ul>	<p>otherwise) and we welcome you to come and join us. If you would like to discuss if a group meets your child's need please give us a call beforehand and jointly we can decide what is the most suitable to support your Child's development.</p> <p>Referrals for outreach or family support may take some time to be allocated to a worker. We aim allocate a worker as quickly as possible and you will be informed if there is currently a waiting period and how long it may be.</p> <p>Most of the groups are free of charge. The centre asks for voluntary donations for groups and there is a cost for some of the courses, such as Parenting Puzzle to cover the cost of the resources but reduced fees/fee waivers may be available in some circumstances.</p>
<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> <p>How will I know the reasons behind their decisions?</p>	<ul style="list-style-type: none"> <li>• Priorities identified</li> <li>• Host organisation</li> <li>• Advisory Board</li> <li>• Parent forum/parent informal feedback consultation</li> <li>• Partnership agreement</li>   <li>• Admissions policy and procedure</li> <li>• Minutes of meetings</li>   <li>• Parent welcome</li> </ul>	<p>Sure Start Children's Centres are funded to provide to support information and advice to families with a child under 5. The framework within which they work is defined and monitored by Ofsted and the local authority, in our case Surrey County Council.</p> <p>The Red Oak Sure Start children's centre is governed by Furzefield Primary School and the priority is families living in our reach area which include Merstham, Bletchingley and Nutfield.</p> <p>Decisions about our local target groups and priorities are set by our Advisory Board which meets three times a year and is made up of local agencies that work with families. Decisions are recorded in minutes of the meeting.</p>

<p>How will you help me understand them?</p>	<p>pack</p> <ul style="list-style-type: none"> <li>• Information and advice</li> <li>• Website</li> <li>• Discussion with centre manager/outreach</li> </ul>	<p>If you have any questions or concerns about decisions made or our policies you can always discuss them with any member of the Centre staff.</p>
<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>	<ul style="list-style-type: none"> <li>• Website</li> <li>• Face to Face</li> <li>• Host organisation</li> <li>• Advisory Board</li> <li>• Parent forum</li> <li>• Consultation</li> <li>• User group feedback</li>   <li>• Makaton</li> <li>• PECS</li> <li>• Sign Language</li>   <li>• Activity schedule</li> <li>• Website links</li> <li>• Information &amp; Advice</li> <li>• Policy and procedure</li>   <li>• Support from REMA bilingual service.</li> <li>• Translation support.</li> <li>• ESOL classes</li> <li>• Buddy system</li> </ul>	<p>The Red Oak has a website (theredoak.org) but for the most up to date information it is best to contact the centre directly.</p> <p>Each term we hold a 'Tell us your views' week, this allows us to reflect on the work we have done over the term, make adjustments, reshape services and listen to what families tell us.</p> <p>Feedback from 'Tell us your views' are used to inform decisions made by the Advisory Board and staff team and feed into programme planning.</p> <p>We produce a termly activity programme and group information leaflets. We hold and display a wide variety of information leaflets about local organisations and national initiatives.</p> <p>The centre communicates to parents through a variety of means including through facebook, twitter, the website, emailing, leaflets and posters. . On our display boards we use visual images to aid understanding. Please let us know about your needs and we will try to meet them.</p> <p>For families whose first language is not English we use</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>	<ul style="list-style-type: none"> <li>• Specialist visit</li> <li>• Parent welcome pack</li> <li>• Website</li>   <li>• Discussion with centre manager/.outreach</li> <li>• Assessment</li> <li>• Professionals feedback</li> <li>• Group Therapy</li> <li>• Early Support</li>   <li>• Bespoke training</li> </ul>	<p>REMA a bilingual service to support our work. We are able to signpost to local ESOL course.</p> <p>By accessing our service you will have the opportunity to talk to our qualified staff team who will happily discuss your child's development with you.</p> <p>The Red Oak hosts a range of parenting courses which are they to support you in the journey of parenting. Please contact us for the most up to date information or to discuss your needs. As a Centre we aim to vary our programme and services to meet the needs of the local community</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>	<ul style="list-style-type: none"> <li>• DDA Compliant</li> <li>• Reasonable adjustments made to meet individual needs.</li>   <li>• Hearing Loop</li> <li>• Braille</li> </ul>	<p>The building is wheelchair accessible and has a large disabled toilet, suitable for changing children.</p> <p>Parking is limited on site however there is plenty of local street parking.</p> <p>Most of the groups are open to all and we aim to make them accessible to all sections of the community. Please let us know about your child's needs and we will aim to make reasonable adjustments to meet those needs and enable them to access our services</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>Community buildings are also used please phone the centre on 01737 645908 to ask about our community buildings accessibility, we are happy to talk you through these.</p>
<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 training and disability awareness. Are there any specialist staff?</p> <p>Do any other services work closely with yours?</p>	<ul style="list-style-type: none"> <li>• ELKAN</li> <li>• SALT</li> <li>• Equality and Diversity</li> <li>• PSSS Awareness</li> <li>• PIMH</li> <li>• CAMHS</li>   <li>• Early Support</li> <li>• Portage</li> <li>• Parent Partnership</li> </ul>	<p>Although the centre doesn't have any specialist trained staff in special educational needs or disability, the team have attended a range of varying workshops that support families and those with additional needs.</p> <p>The centre has good links with other professionals for example the Health Team and Portage.</p>
<p><b>9. Who can I contact for further information?</b></p>	<ul style="list-style-type: none"> <li>• Children's Centre manager</li> </ul>	<p>The first point of contact for all enquiries is to speak to one of our information and advice workers. If you wish to discuss our services, your child's needs or any</p>

<p>Who would be my first point of contact if I want to discuss something about my child/young person?</p>	<ul style="list-style-type: none"> <li>• Health Visitor</li> <li>• GP</li> </ul>	<p>worries or concerns then you can also speak to a member of the Outreach Team or the Centre Manager or Deputy Manager.</p>
<p>Who else has a role in my child's/young person support?</p>	<ul style="list-style-type: none"> <li>• Other agencies</li> <li>• Early Support</li> <li>• Outreach Worker</li> <li>• Health Visitor</li> </ul>	<p>We have health professionals available at our Child Health Drop Clinic which is held every Thursday afternoon and they can offer advice on any concerns you might have about your child.</p>
<p>Who can I talk to if I am worried?</p>	<ul style="list-style-type: none"> <li>• Centre manager</li> <li>• Outreach worker</li> <li>• Health Visitor</li> <li>• Early Support Service</li> <li>• Information &amp; Advice officer</li> </ul>	<p>The Centre works collaboratively with a range of local services including neighbouring Children's Centres and can support you in identifying and contacting support services according to your child's individual needs.</p>
<p>Who should I contact if I am considering whether child/young person would benefit from the service?</p>		