



Northamptonshire Local Offer

Quick Guide:

Service-Providers and Quality Control on the Local Offer Website

The Northamptonshire Local Offer has no authority to regulate, inspect, or audit any of the services published on its website. Because of this, website-visitors should use their own judgement to determine whether an individual service will be suitable.

If website-visitors have any reservations about a service, they should contact the service-provider and the Local Offer team. Any safeguarding concerns should be reported to the [Multi-Agency Safeguarding Hub \(MASH\)](#) immediately via 0300 126 1000.

If service-users have concerns or complaints about a specific service, they should first refer to the service-provider's complaints policy. If there's evidence of a concern or an unresolved complaint, the Local Offer team will remove the service in question from the website.

Service-users are entitled to make representation to the [Health and Safety Executive](#) if they are aware of any breach of regulations. These might include fire risks, asbestos, unsafe accommodation, and so on.

Considerations for Service-Users

Service-providers for children with special needs or disabilities would (SEND) are expected to offer:

- A service where the views of children or young people are heard and acted upon;
- Activities and planned outcomes;
- A safe environment that meets the needs of children or young people;
- A fit-for-purpose setting;
- Competent staff that are trained to meet the needs of the children or young people;
- Staff that are aware of safeguarding issues for children or young people (and have completed suitable training);
- Staff (including volunteers) who have [Enhanced Disclosure Barring Service \(DBS\) Checks](#).

Considerations for Service-Providers

- Gathering the views of children or young people can be carried out in several ways. Northamptonshire County Council offers training for person-centred practices through their [Occupational Workforce Department \(OWD\)](#).



Children First
Northamptonshire



Northamptonshire
County Council

- Every child or young person in Northamptonshire with SEND should have a [one-page profile](#). This document lists their needs, likes, and dislikes. Service-providers should use them (along with further details from parents and carers) to learn about the child or young person's needs.
- Service-providers should aim to adopt creative and flexible approaches to meet the needs of children and young people with SEND. They should actively challenge and remove barriers while fostering a culture of high expectations. All work should be carried out in partnership with parents/carers and other agencies.
- Service-providers must ensure their setting is safe and conforms to all [Health and Safety](#) legislation. This includes electrical testing, fire-risk assessments, welfare arrangements (including changing provision), and so on.
- Service-providers should offer suitable staffing levels, and employ staff (or volunteers) who are suitably trained and experienced. This should ensure the specific needs of the children and young people are met. Northamptonshire County Council's [Occupational Workforce Department \(OWD\)](#) offers a variety of courses that may be useful for service-providers.
- Service-providers should have a designated Safeguarding Officer who has allegation training and safeguarding training. Voluntary organisations can access safeguarding training via the [Northamptonshire Safeguarding Children Board](#). Commercial businesses can access the same training for a small fee.
- Adults who regularly work with children or vulnerable adults should have an [Enhanced DBS Check](#). Service-providers are responsible for keeping a record of all the people (paid or unpaid) that work with children or vulnerable adults.
- Sports or social groups that work with young people can consider affiliating with the [Northamptonshire Association of Youth Clubs \(NAYC\)](#). The NAYC can support organisations with setting up a service, applying for grants, and following the DBS process.



Children First
Northamptonshire



Northamptonshire
County Council