

# Leicestershire's Local Offer Annual Report

 2022



Leicestershire  
**SEND**



The **'Local Offer'** is the phrase used to describe what is on offer for children and young people with special educational needs and disabilities and their families. The purpose of this report is to describe the things that we have done to develop our **Local Offer** and how we have responded to what children, young people and families have told us.

The **Local Offer website** is co-designed with Leicestershire Parent Carer Forum. We also gather the voice of children, young people and families through events, focus groups and other forms of feedback. We use this information to help us improve the website.


We actively encourage all users of the **Local Offer** to share their thoughts and suggestions for improvement. You can fill in an online form **Give feedback on the Local Offer** or you can email us **[Leicestershirelocaloffer@leics.gov.uk](mailto:Leicestershirelocaloffer@leics.gov.uk)**. Alternatively, you can share your views with the **Leicestershire SEND Hub (Parent Carer Forum)**.



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# 1. How has the Local Offer been developed during 2022 and how have families been involved?

## Local Offer Roadshows 2022

After the disruption caused by Covid-19, 2022 saw a welcome but cautious return of the Local Offer Roadshow. The Roadshows are an important addition to the **Local Offer** which sees organisations from around the County come together in one place to offer support, information and advice for families of SEND children and young people as well as professionals within Leicestershire.

Feedback from our first event in January and a subsequent Facebook campaign, helped us to plan and target delivery of the Local Offer Roadshow for the remainder of 2022.

As a result, Local Offer Roadshows were delivered in an additional 3 areas of Leicestershire (Melton, Leicestershire County Hall & Charnwood) during September and November. Over 70 stalls offered information and support and with 6 workshops for visitors to attend and take part in. Partners from within Leicestershire County Council, health services, play and leisure and external organisations were on hand to offer advice and answer queries to the 139 parent, carers and professionals attending over the 3 dates.

## Feedback from visitors was extremely positive:



Everyone very knowledgeable, welcoming, and understanding. Very approachable and would come back in future. Everyone has passion in what they do



Excellent broad range of information. Very helpful advice, both directly about provision and additional experiences



Thank you it was really helpful. I've come away with loads of new possibilities for support and fun for my daughter



Appreciate the opportunity to discuss and learn. As a parent with a child going through a diagnosis of autism and ADHD we go through information overload. Its helpful to obtain information all under one roof. Everyone had something to offer, were really engaging and helpful. Thank you



## Developments

### Local Offer Animation

As part of the ongoing drive to deliver support and information in a variety of accessible formats, Leicestershire **Local Offer** in collaboration with Leicester City Council and Rutland County Council developed and co-produced a short animation which can be viewed [here](#). Designed to enable greater accessibility and provide a clear explanation about how the **Local Offer** can help SEND children and young people and their families.

Since its publication on all 3 of the County Council webpages, in March 2022, the film has received over 1,900 views. Please take a look if you haven't already and send us any feedback, good or bad, we'd love to hear from you [leicestershirelocaloffer@leics.gov.uk](mailto:leicestershirelocaloffer@leics.gov.uk) (link sends email)



## Translated flyer

To ensure the **Local Offer** is reflective of the cultural diversity within Leicestershire, we have worked with parents to develop a translated version of Leicestershire’s **Local Offer** flyer. Translated into 6 other languages based on those most used within the County the **Local Offer** flyer can now be found in:

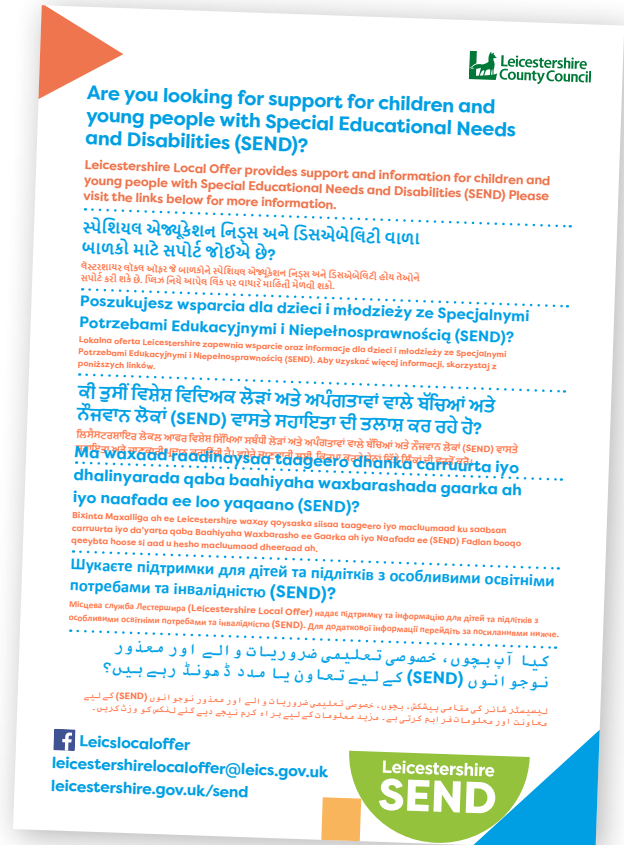
- ▶ Gujarati
- ▶ Polish
- ▶ Punjabi
- ▶ Somalian
- ▶ Ukrainian
- ▶ Urdu

Information can also be translated into Braille and large print. You can contact [Leicestershirelocaloffer@leics.gov.uk](mailto:Leicestershirelocaloffer@leics.gov.uk) (link sends email) if you require this information in any other format.

If you don’t speak English well enough to understand the information in the **Local Offer**, you can copy and paste text into Google translate (Link is external and opens in new window) to translate it.

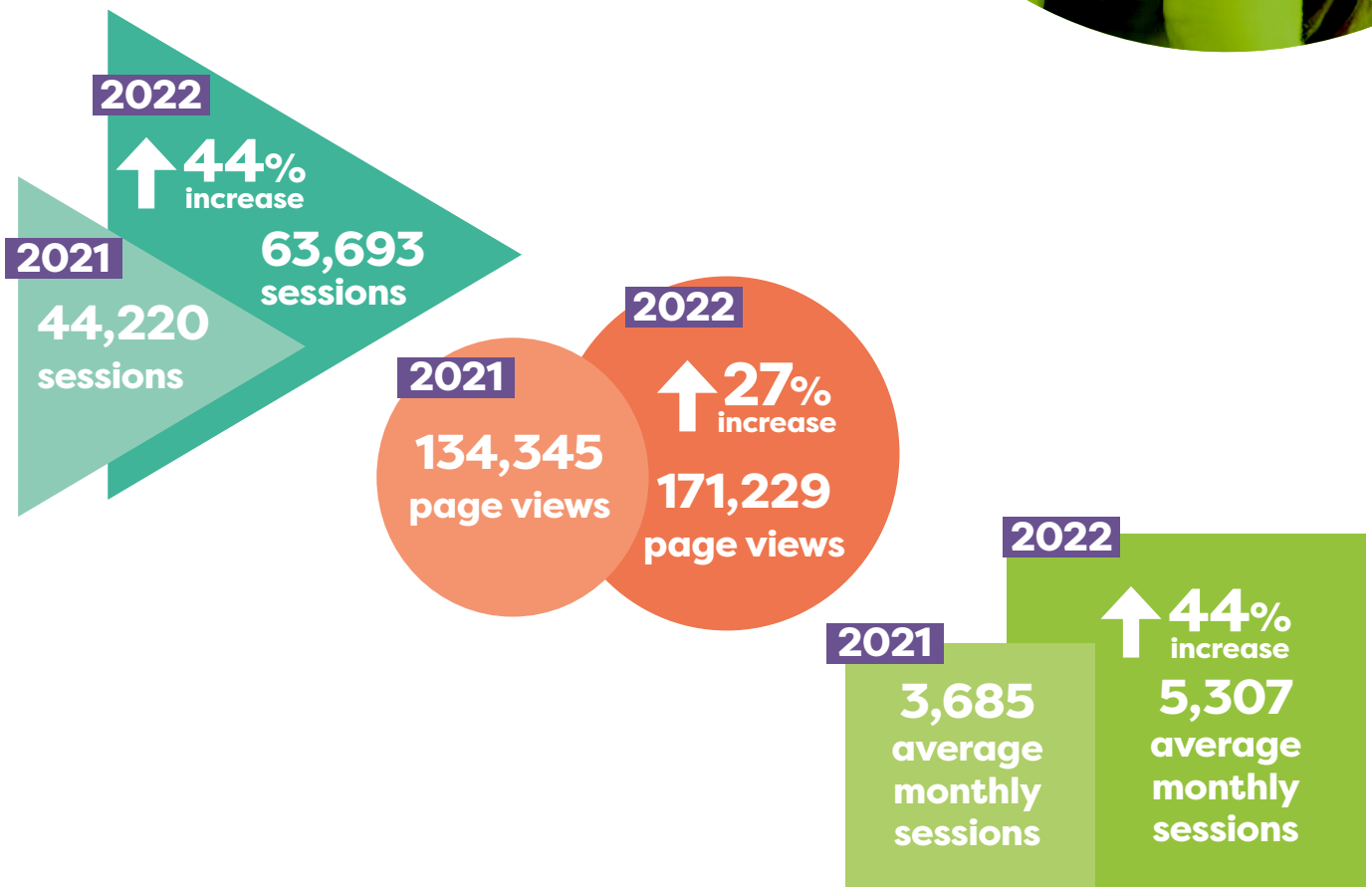
Telephone the Family Information Service on 0116 305 6545 to ask for:

- ▶ a printed translation of the **Local Offer**
- ▶ help from an interpreter who speaks your language



## 2. The Data

We gather a wealth of information about the **Local Offer** webpages and use these to help inform our developments. Some of the key statistics for 2022 compared to 2021 are shown here:



### What are Local Offer & Information Support Directory users looking for?

The top 5 searches across the **Local Offer**:

- ▶ EHCP
- ▶ Local Offer
- ▶ SENA & SEND (Joint)
- ▶ SENDIASS & School Transport (Joint)
- ▶ Housing

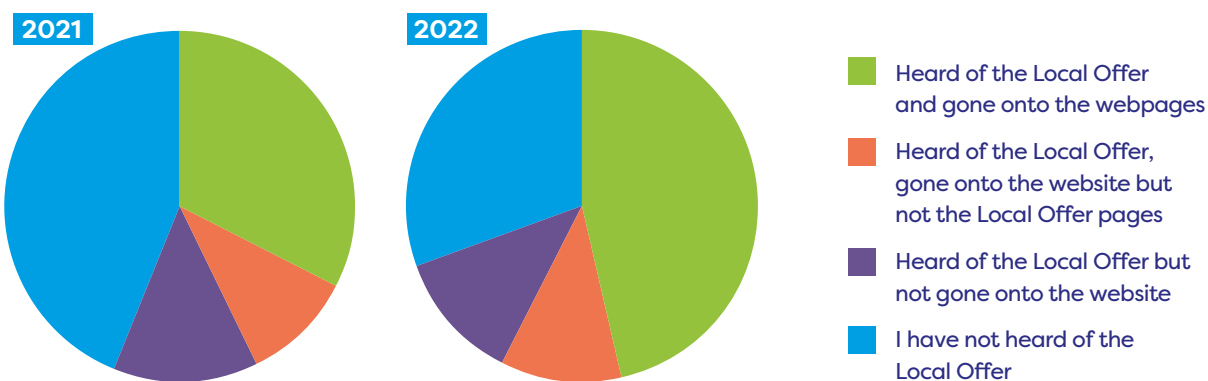
The top 5 searchers in the Information and Support Directory:

- ▶ SENDIASS
- ▶ Adult Social Care
- ▶ Local Offer
- ▶ EHCP
- ▶ Occupational Therapy / SEND / ADHD / School Admissions / Libraries

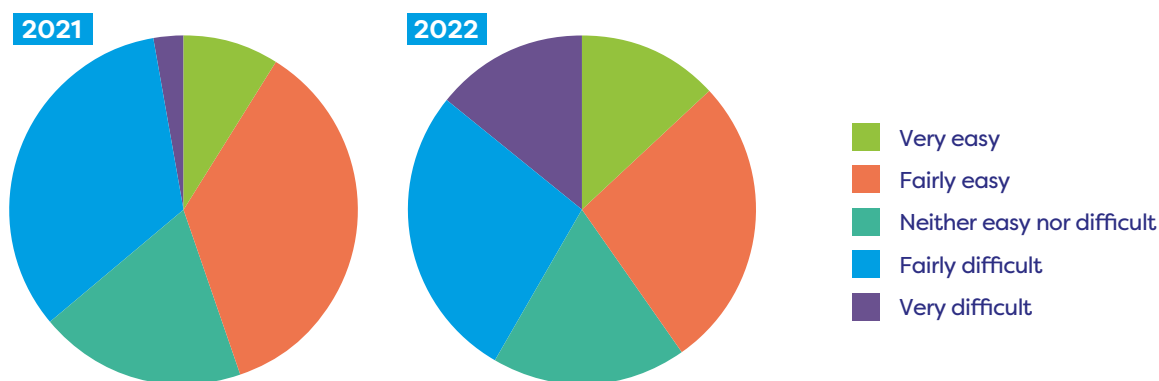
# 3. Make Your Voice Count 2022

Each year we ask parents/carers to tell us what they think about the **Local Offer** via an online survey. During 2022 121 respondents told us:

## Have you heard of Leicestershire Local Offer and gone onto the County Councils website?



## How easy or difficult was it for you to find the information you needed about the Local Offer on the County Council website?





## Feedback

As part of the Make Your Voice count survey, monitoring the **Local Offer** inbox and the feedback surveys available on the **Local Offer**, we are able to listen to parent/carer needs. Here are some examples of what parent/carers ask and some information about what we have done as a result.

You Said/ Asked For	We Did	Still to work on
‘Despite looking, I still don’t quite understand what the <b>local offer</b> is and how it can benefit my child’		We are continually trying to get the message out about the <b>Local Offer</b> and what it is. In short, The <b>Local Offer</b> provides information and support for SEND children and young people aged 0-25 years and their families. We deliver this through a Website, Facebook page, Newsletter, Directory of Services and Roadshow. We also respond to individual requests for information, attend SEND youth groups as well as parents support groups
‘The Facebook page is good, but not the website’		Thank you, we are continuing to gather search terms for families and are working with the SEND Hub on this to ensure easier navigation within our webpages.
‘Further information needed on the transition to adulthood’	We have added a new link for Preparation for Adulthood to the webpage <a href="#">here</a> . The Young Adults & Disabilities team also delivered workshops at the Charnwood Locality Roadshow	
‘Transparent view of what services you can access, how to access them and timeline’s	Unfortunately, the <b>Local Offer</b> wouldn’t be the appropriate place for this type of information as it would immediately be out of date. This sort of information should come from the service provider at the first point of contact	
‘More information around support for ADHD’	The Leicestershire Information & Support Directory has links to organisations which offer ADHD support. ADHD Solutions CIC is one example	

You Said/ Asked For	We Did	Still to work on
'Information about CAMHS drop-in's	We have a direct link to the Children & Young Peoples Mental Health Service from our <b>Local Offer pages</b> . We wouldn't advertise drop-in's as unfortunately the information can become out of date very quickly	
'I'd like clear information on what should be accessible and available at each age phase'	Please check out our <b>Education &amp; Childcare</b> page. Here you can find help with choosing a childcare provider or a school, support for moving between schools and different stages of your life, and information about extra support available. It's easy to navigate with tiles relating to different age phases.	
'A list of all SEN schools with what they provide, Ofsted rating, catchment, age range etc and what they cater for'	Please check out our link for <b>Find a school</b> .  However, the information we receive from schools does not include Ofsted ratings. You will be able to search by area, age range and type of SEND provision	
A better breakdown of what schools support which disability or learning difficulties. It's so hard to find a school that fits your own child's needs		We are looking at ways that we can provide information like this for parent/carers. At the moment, there are no timescales when this may be available.
Where is a page for a parent network support?	Our Information and Support Directory holds lots of details of support groups e.g. Spectrum, Mosaic 1898 and Children and Family Wellbeing Service SEND Parent Support Group. Our Directory works on a request basis so if an organisation isn't included on our pages, it's because they haven't asked to be included	

You Said/ Asked For	We Did	Still to work on
Is there a list of PA's that can take the pressure off a parent who has a violent additional needs child? There is nothing for support in the way of respite	I'm sorry to hear about these experiences. We do offer Short Breaks (previously called Respite Care) which give children with disabilities experiences that help their personal and social development. They also give parents, carers and families a break from caring. Further information can be found in this <a href="#">link</a>	

## Local Offer Feedback

We are always looking for ways for you to tell us what you think of the Leicestershire **Local Offer**. Tell us about your experience of services and facilities for children and young people with special educational needs and disabilities (SEND) [here](#).

**We would like to say a huge 'Thank you' to all of our partners, parents/carers, children and young people who have contributed to the Local Offer during 2022**



