

Leicestershire's Local Offer Annual Report

▶ 2023

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 across Leicestershire.

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, families and professionals have told us.





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1. Key features of the SEND Local Offer

Every local area has to have a Local Offer, as set out in the Special Educational Needs and Disability (SEND) Code of Practice 2015. Leicestershire's Local Offer brings together useful information across education, health and social care into one place. It contains a wide range of information, advice and guidance on a range of local service providers who support children and young people with SEND.

The Leicestershire Local Offer is made up of the following:

The Local Offer website

We work closely with the Leicestershire SEND Hub (Leicestershire's Parent Carer Forum) and take on feedback from the experiences of using the Local Offer by SEND Hub members through the SEND Hub representative that sits on the Leicestershire Local Offer Steering Group. 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, plan Roadshows and develop services.

Local Offer Roadshows

There are six Local Offer Roadshows that take place across each District/Borough, taking the Local Offer out on the road. A range of service providers are available at each roadshow to speak to with parent/carers and other professionals about their service offer.

Local Offer Facebook page

The Facebook page contains up-to-date information on activities and events that are available for children and young people with SEND. Like and follow the page to get regular notifications.

SEND Newsletter

A termly SEND Newsletter is available which provides case studies of how children and young people with SEND have been supported. Alongside other useful information on activities.

Sitting alongside the Local Offer is **Leicestershire's Information and Support Directory**

Organisations and providers request to be included within the directory and a search facility is available.

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 at: **Leicestershirelocaloffer@leics.gov.uk**

Alternatively, you can share your views with the **Leicestershire SEND Hub** (Parent Carer Forum).



2. The Local Offer out in the community



The Local Offer SEND Information Worker and SEND Project, Partnerships and Quality Manager have been out and about in Leicestershire listening to parents, carers, children and young people as well as professionals to gain a greater understanding of what's strong and what's wrong with the Local Offer!

Local Offer Facebook



We've visited parent/carers groups in Blaby, Charnwood, Coalville and Barwell where you told us that the Local Offer Facebook page is a good source of information regarding activities and clubs although not all the information is relevant to your area.

This helped us to develop a system using hashtags #

All posts now include hashtags which highlight the geographical area an activity or event is taking place as well as hashtags to show what type of events are happening e.g. early years, inclusive music, Leicestershire holiday activities, etc. This supports users to search and filter activities without scrolling through the whole of the page.

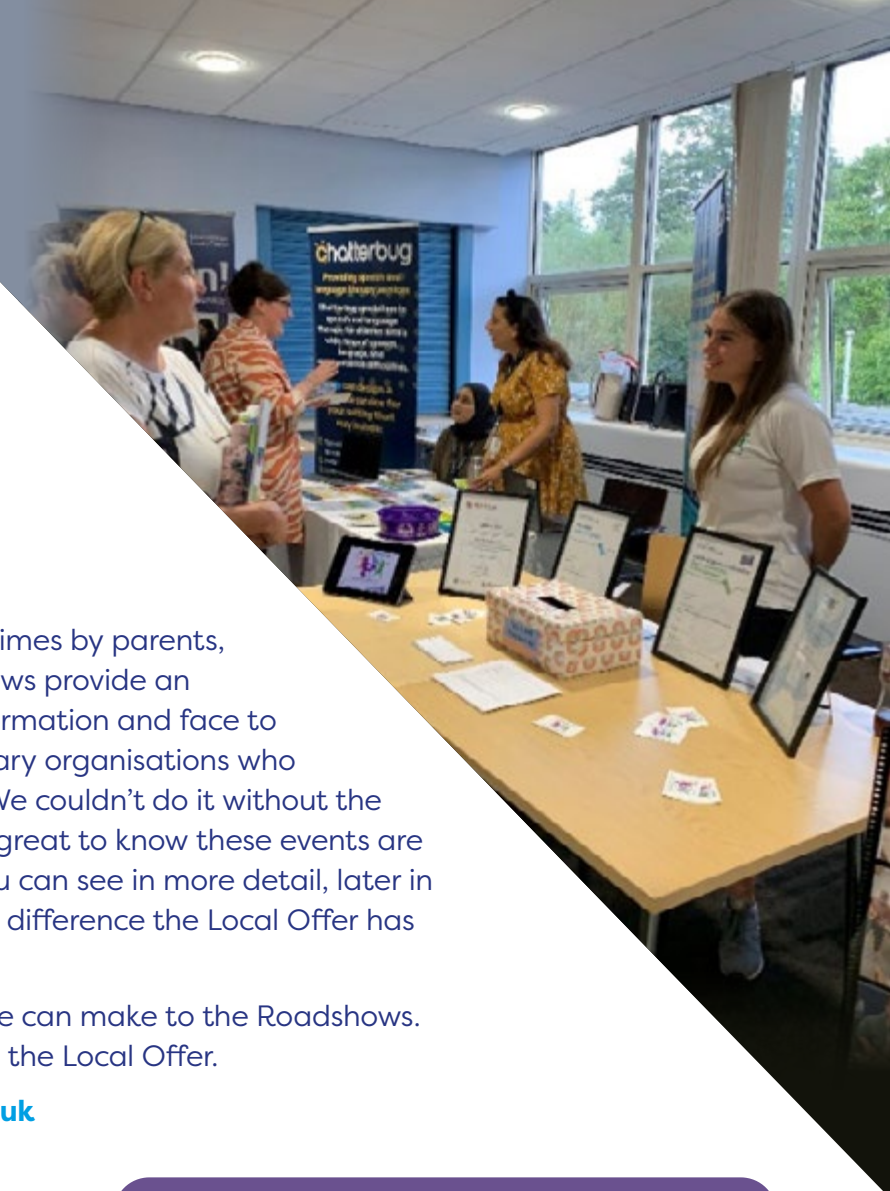
You also told us that you had attended parent/carers groups as you'd seen an advert on the Local Offer Facebook page. It's great to know that we are helping to get information out to support you!

We asked for your opinions of the Roadshows via a Facebook survey during August. Your responses helped us to plan events for 2024. We have included an evening session to help those who work during the day and have ensured that Roadshows take place on different days of the week to provide greater opportunities for everyone to attend.

We scheduled themed Facebook posts over the summer months to provide key information as well as to increase follower numbers and engagement with the page. We featured activity clubs during July to support parents and carers in finding summer holiday activities. August highlighted a variety of sporting organisations and September was all about performing arts.



Our followers interact well with club and activities posts and often send information to the team to share. The number of Local Offer Facebook followers now stands at **3,753 compared to 2,742 in March 2023!**



Local Offer Roadshows

During the year we have been told many times by parents, carers and professionals, that our Roadshows provide an excellent opportunity to gain valuable information and face to face advice, from professionals and voluntary organisations who support SEND children and their families. We couldn't do it without the continued support of our partners and it's great to know these events are making a difference to so many of you. You can see in more detail, later in the report, where we have been and what difference the Local Offer has made.

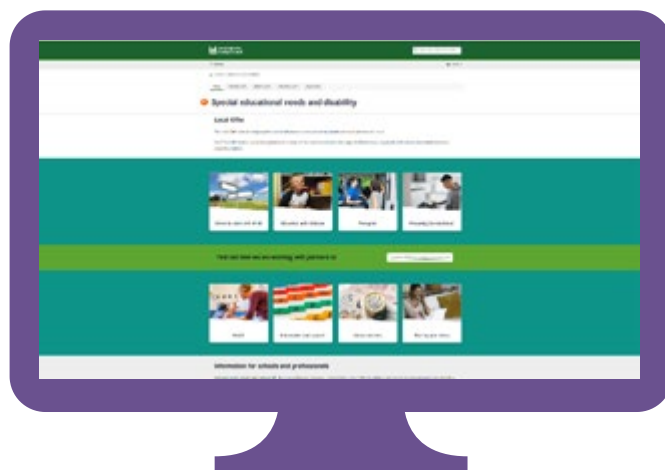
Please let us know of any improvements we can make to the Roadshows. We are always looking for ways to develop the Local Offer.

Email: leicestershirelocaloffer@leics.gov.uk

Local Offer Webpages

We have listened to your comments and concerns about the Local Offer webpages and are continually making improvements. From ensuring pages are kept up to date, to presenting information in clearer and more concise ways. Departments across education, health and care continue to work with us to make sure their pages are informative, accessible and current.

We know the search tool on the Leicestershire County Council website could be improved to help reduce the time spent looking for information and advice, but we simply can't compete with Google!



Top tip: If you insert 'Leicestershire County Council' after the search term you are looking for via Google, you are very likely to find the correct page. We know it's not a perfect solution, but we will continue to listen and try to make improvements!

Young People Voice

Visits took place to all SEND Youth Groups across Leicestershire to listen to how they are being supported. Here are some of the comments that were made.



Schools are outdated and do not provide the practical skills that I need in the future.



A number of young person are able to attend other groups alongside the SEND Youth Group. For some, the SEND Youth Group is their only activity outside of school



One young person talked about their experience over Covid – he learnt to play the guitar as he had a bet with his Mum. He is a proficient guitar player and now has lessons.



3. Local Offer 2023 Data

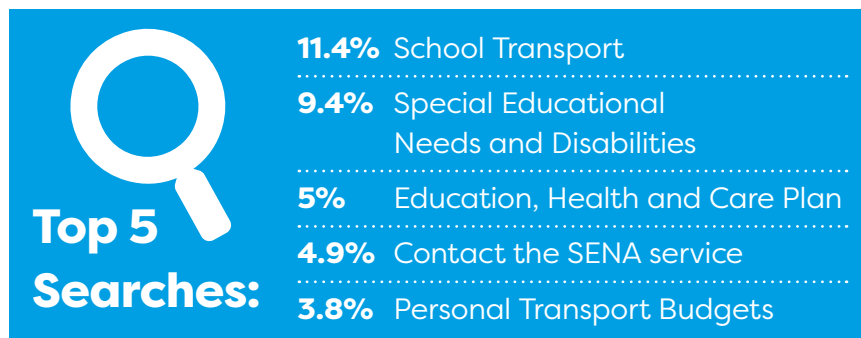
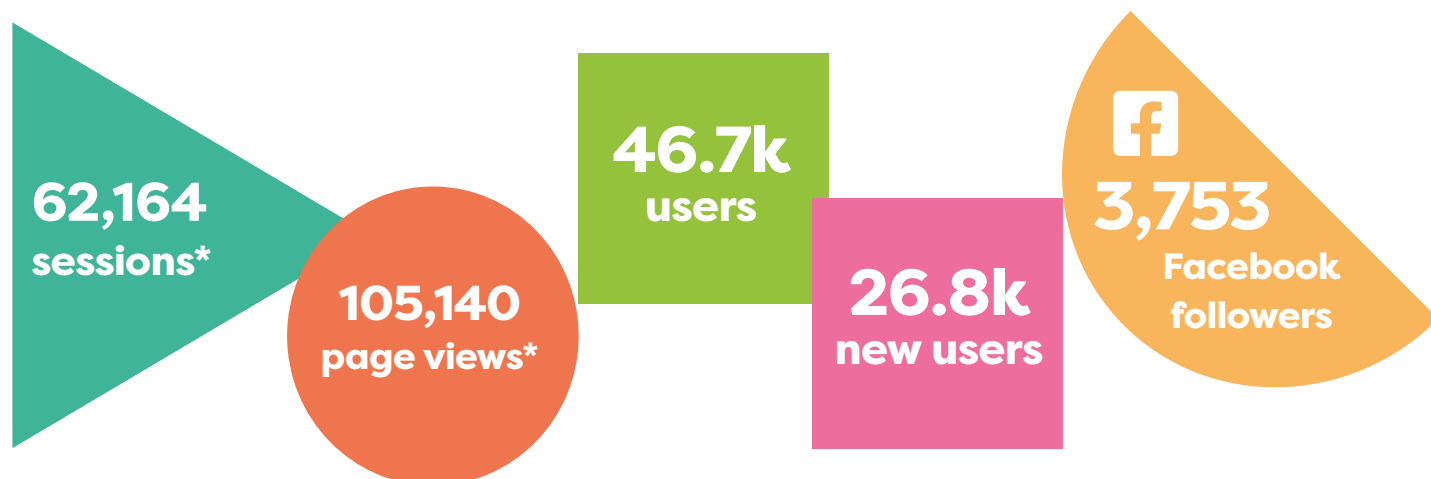


During 2023 in response to legal requirements, major changes were introduced by Google to the way all organisations measure website traffic. This had a huge impact on how data is collected regarding visits, searches and downloads from the Local Offer webpages.

As a result, the usual data we collect was unavailable for several months and it was difficult to gain a true picture of website visits or provide a clear comparison to the previous year.

Our Digital Services colleagues worked hard in the background to develop new ways of recording and presenting information and we are pleased to be able to give you the following insight into the year:

2023 Data:



* (March – December 2023)

Local Offer Roadshows 2023

2023 saw the Local Offer deliver 6 Roadshows around the County. From Market Harborough to Coalville, Barwell to Blaby and Glenfield to Oadby. We zig zagged across Leicestershire along with **40** partner organisations offering information, advice and support to families with SEND children and the professionals who work with them.

Ensuring our offer was accessible to all parents and carers, we delivered Roadshows in various localities around the county on different days of the week including an evening session at County Hall.

Attracting over **340** visitors and a growing list of partners, the Local Offer Roadshow has flourished into a one stop shop offering a wide variety of information from activity providers, statutory organisations, education providers and the voluntary sector.

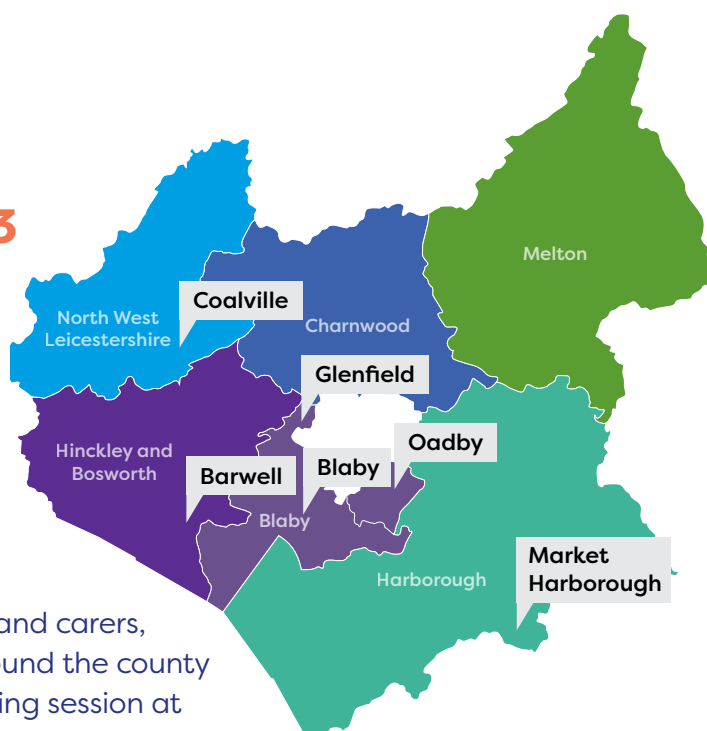
Parents, carers and professionals were also able to access workshops during the November event. This gave the opportunity to hear from partner organisations in greater depth, experience their activities first hand and seek answers to questions and concerns.

Our journey began again in January 2024 as we visited Melton Mowbray for the first time in 18 months!

Our full list of Roadshows for 2024 is available below.

Please follow the [link](#) to book your place

We hope to see you there!



Wednesday 20th March 2024	10am – 1pm	Gorse covert Community Centre, Loughborough
Monday 13th May 2024	10am – 1pm	Congregational Church, Market Harborough
Wednesday 19 th June 2024	10am – 1pm	Whitwick & Coalville Leisure Centre, Coalville
Thursday Sept 2024 (date TBC)	Evening Event	County Hall, Glenfield
Tuesday Nov 12 th 2024	10am – 1pm	George Ward Centre, Barwell



Fabulous. It's great to have all this information under one roof. I didn't realise there was so much out there for parents! A fantastic eye opener. Everyone was so friendly. Thank you 😊



Great idea, it's nice to have some local information. Thank you x



Excellent workshop with lots of information. Jodi was fantastic in delivering the workshop. Full of knowledge and ideas and overall fantastic presentation



Great lots of information available. Will actively use some of the info

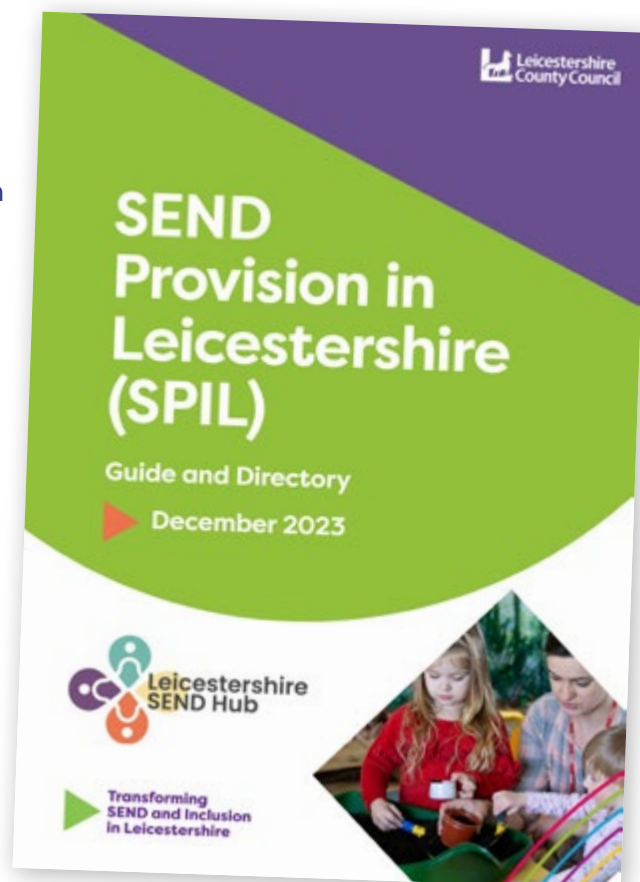


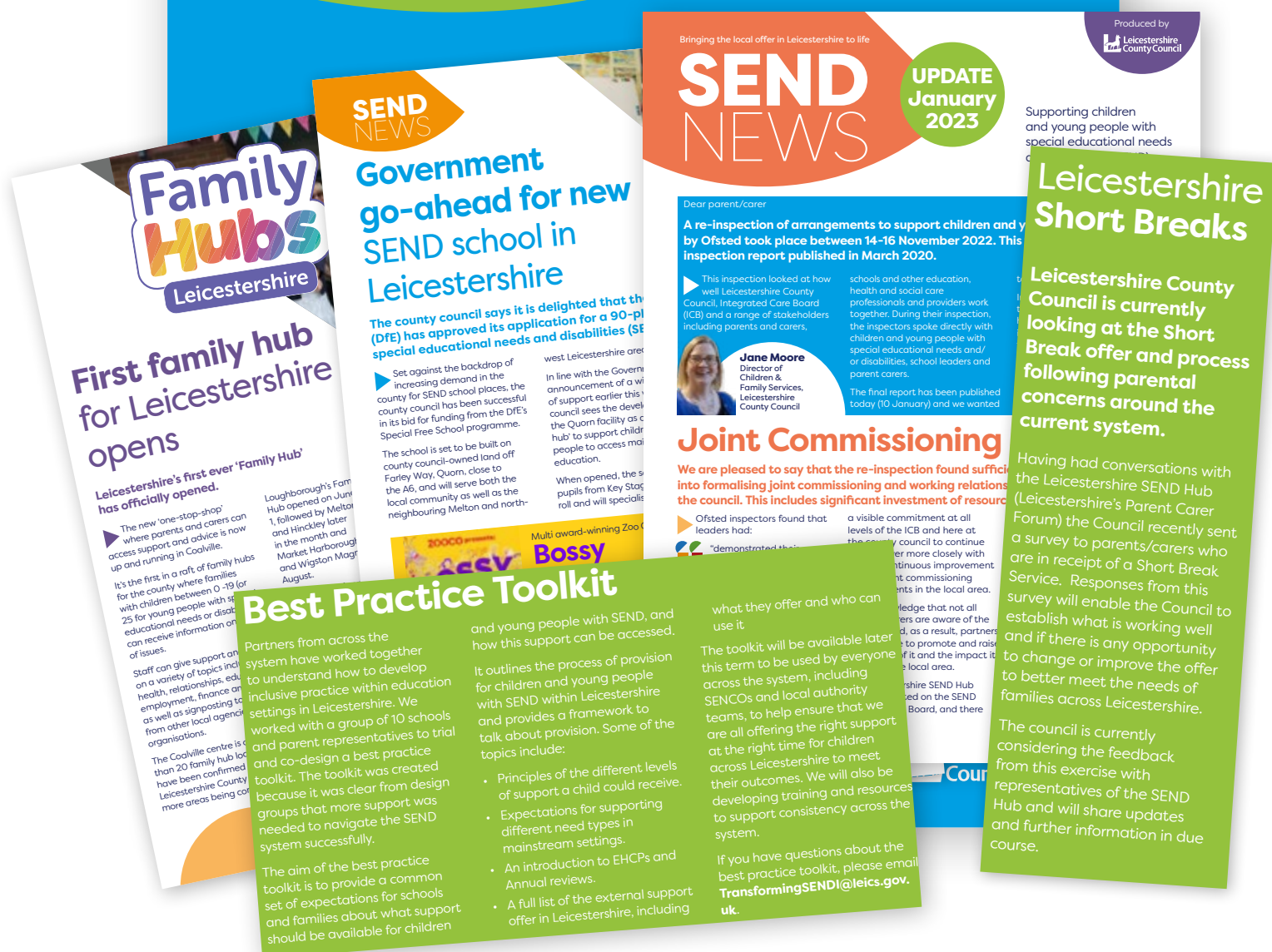
SEND Provision in Leicestershire

Leicestershire County Council alongside the Leicestershire SEND Hub worked together to provide a **SEND Provision in Leicestershire (SPIL)** guide and directory that allow as comparison of different types of educational settings and provision available to support children and young people with special educational needs and disabilities. The document is intended to complement other sources of information, such as the Leicestershire Local offer.

The guide and directory are not legal documents, and it is acknowledged that the directory does not constitute the only guide and directory to educational setting types available in Leicestershire.

The SPIL has been well received and widely accessed by parent, carers and professionals alike. We would encourage people to have a look at the SPIL and use it as a useful point of reference.





3. You Said, We Did 2023:

You Said/Asked For	We Did / are working on
Can the Local Offer Roadshow be advertised more widely e.g. in Early Years settings around the County?	As well as the usual places we use to promote the Roadshow e.g. Local Offer Facebook pages, Leicestershire County Council webpages, schools, stallholder networks, local press, we are now in regular contact with the Early Years Improvement Team and Education Effectiveness to ensure that all Roadshow publicity is shared by the departments via the Early Years Provider Briefing and other relevant outlets.
Is Facebook the best Social Media platform to use to promote events and activities and engage with parents?	The Local Offer Facebook page has over 3,000 followers and is a great source of information for parents/carers and professionals. We understand that it isn't everyone's number one social media platform, but follower statistics show us that 88% of our audience are aged between 25 and 54 which is reflective of the average parent/carer age group. We are constantly looking for new ways to engage with parent/carers to increase awareness of the Local Offer and improve our service. This could be an area for further investigation. Thank you for the suggestion.
Please for the dyslexics amongst us, have things in colour or slightly bigger font (Feedback received regarding the Roadshow brochure)	Thank you for highlighting this issue. We now ensure the brochure for every Roadshow is printed in size 12 font using Century Gothic which is suggested by the British Dyslexic Association.
The Roadshow is a little limited for early years	We have now invited representatives from the Early Years Communication & Language Team and Early Years Inclusion & Portage Team to attend the Roadshows. This gives a broader offer of information and support to Leicestershire families.
The Roadshow was too noisy (especially for families with Autism)	We have reassessed the buildings we use for the Roadshow and where possible have booked different venues which can better accommodate our requirements. For example, we will now be using the Menphys Hub for our Blaby, Oadby & Wigston event. We are limited in some areas as many halls/spaces are not big enough or have not re-opened post covid, but we try to ensure all venues are appropriate for our visitor's needs.

You Said/Asked For	We Did / are working on
I wondered if you could recommend anywhere that does swimming lessons for SEND children	Unfortunately, we are unable to recommend one particular activity provider over another. However, if you search our Facebook pages , you may find some information we have shared, or alternatively you can look in the Leicestershire Information and Support Directory .
It's difficult to find activities or events in my area on the Local Offer Facebook page.	We have now added hashtags (#) to our Facebook posts which means you can search for activities by geographical area, age and type. Hashtags include, #LeicsHolidayActivities , #inclusiveearlyyears , #InformationAndSupport , #charnwood and many more. Check out our ' How to search ' page.
Do you check out providers who attend the Roadshow?	Providers attending the Roadshow are made up of statutory organisations, the voluntary sector and private providers. Whilst we try to ensure that all our exhibitors are reputable and deliver excellent services, parent/carers will need to check that providers deliver services which meet the individual needs of their children/young person.
The Local Offer Webpages need a clearer structure that relates better to how a customer needs to find information/use the site. Based on a young person's needs and provide selection on links to other vetted sites and information sources that is checked and refreshed regularly	We are starting to look at the Local Offer landing page to improve navigation around the site. Our aim is to make the pages more appealing and easily accessible for users. Pages are regularly updated and refreshed but visitors to the site can inform us of broken links or out of date documents via the Local Offer email inbox: Leicestershirelocaloffer@lecis.gov.uk
You'd like to see more offers around the south/southeast of the county. Everything seems concentrated in the north.	We recognise that there are discrepancies in provision between the North/South of the County. This is due to providers and where they are located/deliver activities. This is something for the County Council to consider when commissioning services.
I work in SEND post 16. Families are not ready for the transition to adulthood. How can services support us educators when dealing with families please?	We have lots of information and resources available on the Local Offer webpages which link to Preparation for Adulthood . Based on feedback highlighted by the Leicestershire SEND Hub we were also able to deliver a workshop looking at transition during our November Roadshow.

You Said/Asked For	We Did / are working on
You would like to see more sessions or courses for adults with learning disabilities or day trip offers for them	The Local Offer provides support and information for children and young adults up to the age of 25. You may find other activities and courses more suitable for adults via a care and support assessment by Adult Social Care or learning courses through the Leicestershire Adult Learning Service .
What 'ADHD support groups and activities' are available?	ADHD Solutions CIC are the specialist provider in Leicestershire. They deliver workshops and support groups around the county.
It would be good to have videos on the Local Offer Webpages to make things easier for people navigate	We have several videos on the Local Offer webpages which explain what the Local Offer is and how departments can support you. You will find a video all about the Local Offer and you can learn about the professionals within our service in 'Meet the team' videos.
Should the professional resources information be password protected?	The Local Offer provides information and support for everyone. As part of our commitment to openness and transparency, we feel it is important that all pages on our site are accessible to parents/carers and professionals.
The map on the Leicestershire Information and Support Directory is very sensitive when scrolling across it!	Thank you for highlighting this issue. We have spoken with the Website team, and this is something they are very aware of. Unfortunately, it isn't something we can change at the moment.
Can we apply for a Short Break through an on-line form?	A review of Short Breaks has taken place with the SEND Hub being central to the review. Feedback has been gained from parent/carers within the SEND Hub and service users that have a Short Break to design a self-assessment tool. The self-assessment process is currently being tested with families before a roll-out in the summer. Information on the Short Break offer is available on the Local Offer.

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) through this short survey.

We would like to thank our partners, parents, carers and children and young people, who have contributed to the Local Offer during 2023.



