

# Leicestershire's Local Offer Annual Report

▶ 2024

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.

### **Leicestershire Information and Support Directory**

The Leicestershire's Information and Support Directory sits on Leicestershire County Council's web site. 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](mailto:Leicestershirelocaloffer@leics.gov.uk)**

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



## 2. 2024 at a glance...

### First Interactive Event at County Hall - Children & Young Peoples Roadshow September 2024:

During 2024 plans were put in place to deliver the first ever Local Offer Roadshow which positively welcomed the attendance of children and young people at County Hall and included suitable activities and information to engage with. Delivered alongside colleagues from Leicestershire County Council Youth & Justice team, an exciting array of activities including, skittles, a sensory room, biscuit decoration and music were delivered to over 30 children and young people. This extra dimension created an audible buzz around County Hall and the feedback from those attending indicated that this was an engaging and successful Roadshow. Giving children and young people first hand access to services and organisations who deliver SEND specific activities, advice and support. Partner organisations adapted their Roadshow offer to include enticing materials and 'have a go' activities which were fun, engaging and age appropriate.



delivered to  
over  
**30**  
children and  
young people

#### SEND Local Offer Support for 0-25 years

Access information about:  
• Local education  
• Family support services  
To support children and young  
people with Special Educational  
Needs and Disabilities (SEND)  
[leicestershire.gov.uk/SEND](http://leicestershire.gov.uk/SEND)  
To find out more call 01530 301200  
or email  
[education@leicestershire.gov.uk](mailto:education@leicestershire.gov.uk)  
We value your feedback

Your  
voice  
your  
feedback



As well as showcasing services, the Local Offer was keen to capture the voice of children and young people as well as their accompanying adults as part of a continuous process to ensure the voice and views of Leicestershire families are heard and fed back through to the appropriate county council departments for consideration and action. Children and young people were invited to answer a question on what activities they did within their local area. They were given the option to write it down, draw a picture or select a picture. The district/ borough where they lived was also noted on a map of Leicestershire. 20 families participated in this activity with 21 children and young people adding their voice to the tree. Responses were shared with Shaping SEND Futures and Leicestershire SEND and Inclusion Board to enable gaps to be identified and solutions sought



# 21

**children and young people adding their voice to the tree**

attracting  
**146**  
visitors

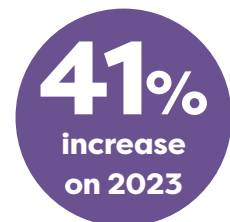
This was the highest attended Roadshow of 2024 attracting 146 visitors to County Hall. The inclusion of children and young people was successful, prompting discussion to repeat the event. Plans are already afoot for another exciting children and young people friendly Roadshow in 2025...



## Roadshows 2024

Local Offer Roadshows remain a core element of the Leicestershire Local Offer. An opportunity to speak face to face with services and organisations who support children and young people with special educational needs/disabilities.

Delivered around the County in a variety of accessible venues, the Roadshow offers a warm welcome to both parent/carers and professionals looking to expand their understanding and knowledge of SEND as well as those seeking activities, clubs and post 16 opportunities.



**167 stallholders** supported **6 Roadshows** around the County (Melton, Charnwood, Market Harborough, North West Leicestershire, Blaby, Hinckley & Bosworth), with **484 visitors** attending during 2024. A **41% increase on 2023** visitor numbers.

### Dates for 2025:

Date	Time	Venue
Monday 12th February	10.00am – 1.00pm	The Wycliffe Rooms, Lutterworth
Monday 12th May	10.00am – 1.00pm	Menphy's Hub, Wigston
Wednesday 25th June	10.00am – 1.00pm	Gorse Covert Community Centre, Loughborough
September (date to be confirmed)	5.00pm – 7.30pm	County Hall, Glenfield
October (date to be confirmed)	5.00pm – 7.30pm	North-West Leicestershire
Tuesday 4th November	10.00am – 1.00pm	Elizabeth Park, Thurmaston



## Family Hubs Online Webinars

2024 was a first for many activities including the launch of free online webinars delivered by SEND Family Support Workers from the Family Help team based within Family Hubs.



A programme of supportive, informative and practical workshops delivered online relating to a variety of topics including:

- Emotion Regulation
- Supporting Sensory Needs
- SEND Summer Ideas



Feedback and engagement with the workshops were extremely positive and plans for further webinars are in place for 2025.

Topics will include a new subject:

## Supporting Your Child's Sleep

Workshops will be recorded and uploaded to the Family Hubs website aiming to increase the accessibility and reach of learning opportunities and practical information and guidance. Check out the Local Offer Facebook page for more information throughout 2025: [https://www.facebook.com/Leicslocaloffer/posts/1042502681240424?\\_\\_cft\\_\\_\[0\]=AZVMIFfrD5wjCU1DOBOK-gSCkON8DPH9aa8KaRw8wbGIM9rHSAd6Nj57Wnq-OksKW8Ygfm\\_hFngoR5KTE\\_Ojr6dz7Tm3Kb54-P48EGVC-5TGUWiVrxiQD-244HI\\_Uu4keSECPcol9mlGRlaoXznCa1qkX-vqo-t-aG1oC4cmEnGcbxNJ9m4oh09cOlu8rZiMlv0&\\_\\_tn\\_\\_=%2CO%2CP-R](https://www.facebook.com/Leicslocaloffer/posts/1042502681240424?__cft__[0]=AZVMIFfrD5wjCU1DOBOK-gSCkON8DPH9aa8KaRw8wbGIM9rHSAd6Nj57Wnq-OksKW8Ygfm_hFngoR5KTE_Ojr6dz7Tm3Kb54-P48EGVC-5TGUWiVrxiQD-244HI_Uu4keSECPcol9mlGRlaoXznCa1qkX-vqo-t-aG1oC4cmEnGcbxNJ9m4oh09cOlu8rZiMlv0&__tn__=%2CO%2CP-R)



Very helpful –  
can't think of any  
improvements



Extremely well  
presented, like  
the examples  
shown in video. Very  
useful strategies



It was great thank  
you very much

Thank you so much  
I have found this so  
valuable, my daughter  
is 10 and has just  
started to have these  
issues so this has been  
amazing for some  
assistance.



Excellent seminar  
thank you

Presenters very  
knowledgeable,  
clear and good



# The Local Offer out in the Community

## School & Parent/Carer visits:

The Local Offer continued to spread the word across Leicestershire during 2024, engaging with children, young people, parents/carers and professionals to gather voice and increase understanding of the Local Offer.

Visiting parent/carers coffee mornings in primary schools in Market Harborough, Blaby and Hinckley & Bosworth and a secondary special school in Charnwood. We shared information, listened and actively responded to feedback from 47 parents/carers.

### You told us:



- ▶ Where you go to find information about SEND
- ▶ How you like to access information
- ▶ What type of information you are looking for
- ▶ What support you have found the most helpful
- ▶ What support you still need

### Based on the responses we were able to:



- ▶ Send bespoke information back into schools to support families further
- ▶ Share responses with senior service managers to ensure feedback is considered and acted upon by relevant services
- ▶ Feedback suggestions to the Local Offer Steering group to influence and direct planned improvements to the website
- ▶ Share responses with Shaping SEND Futures and Leicestershire SEND and Inclusion Board to enable gaps to be identified and solutions sought

## Family Hub Visits:

We attended 3 SEND parent/carers groups in Ashby, Coalville & Melton. The groups are delivered by colleagues from Family Help in Family Hub's around the county. 15 Parents and carers shared their experiences regarding:

- ▶ Specialist provision
- ▶ Education Health Care Plan timeframes
- ▶ The quality of EHCP's
- ▶ The lack of support from school

### The Local Offer provided additional information/support to the groups:

- ▶ Signposting to the SEND Provision In Leicestershire Directory (SPIL)
- ▶ Advised re: support available from Leicestershire Special Educational Needs and Disabilities Information Advice and Support Service (SENDIASS)
- ▶ Shared the concerns with relevant senior service managers



### 3. Local Offer Data:

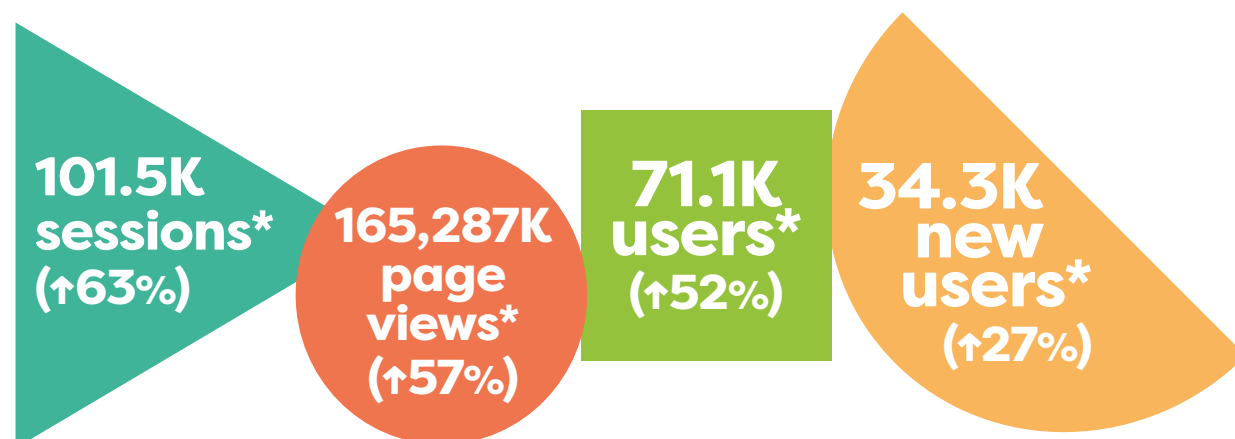


2024 provided the first full year of data collection following changes in 2023 introduced by Google relating to the way data around webpage visits is handled by organisations.

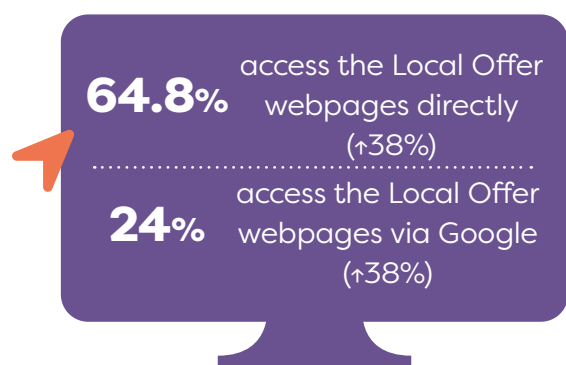
With 2 months of missing data for 2023, a true comparison will only be available in 2026.

The data below shows a significant increase (over 50%) in webpage users, page views and sessions on the Local Offer webpages. Almost 50% of those visiting the Local offer webpages include new users:

#### January 2024 – December 2024



\*(January - December 2024)



 <b>Top 5 Searches:</b>	<b>19,046 views</b>	School Transport - SEND
	<b>14,164 views</b>	Special Educational Needs and Disabilities
	<b>9,588 views</b>	Contact the SENA service
	<b>9,086 views</b>	Education, Health and Care Plan
	<b>5,838 views</b>	Personal Transport Budgets

## Send Provision in Leicestershire - Directory & Guide:

Working closely with our partners, the Leicestershire SEND Hub, December 2023 saw the launch of the SEND Provision in Leicestershire (SPIL) guide and directory. The purpose was to present a comparison between different types of educational settings and provision available to support children and young people with special educational needs and disabilities.

Since then, the SPIL has consistently been the most downloaded document during 2024!

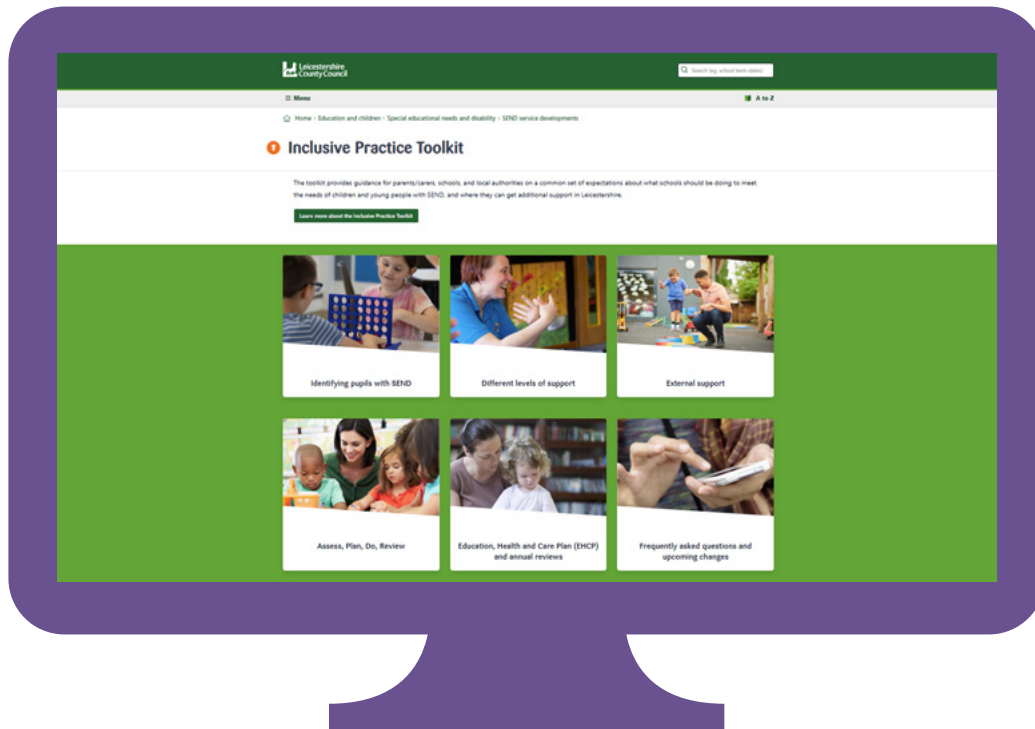
With over **3,331 downloads** recorded on our website.

We are pleased to see that our collaboration with Leicestershire SEND Hub continues to support, empower and inform parents and carers across Leicestershire.



## Inclusive Practice Toolkit:

<https://www.leicestershire.gov.uk/education-and-children/special-educational-needs-and-disability/send-service-developments/inclusive-practice-toolkit>



### What is the toolkit?

This toolkit has been produced to support colleagues in meeting need and achieving the best outcomes for our children and young people. It allows mainstream schools to understand what is expected of them, as well as identifying additional avenues for support when a child/young person needs it. It is not a 'tick-list' and illustrates how a needs-based approach should be used.

### Who can use it?

- ▶ Parent/carers can use this toolkit to better understand the resources available to providers
- ▶ Schools can use this toolkit as plans are made to meet pupil or student needs, and to understand what is expected of them. It is primarily aimed at both mainstream primary and secondary settings.
- ▶ The Local Authority can use this toolkit as part of decision making to understand whether despite the setting appropriately applying the Graduated Response, provision is needed for the pupil that is over and above what is ordinarily available.

## Who has been involved in producing it?

The toolkit has been produced with the support of SENCo's, Headteachers, Parent/Carers, Educational Psychologists, Specialist Teaching Services, SENA (The Special Educational Needs Assessment Service within Leicestershire County Council), the Transformation Unit and others. It has drawn on the existing Local Offer and the SEND Handbook and must be read in the context of The Equality Act (2010), the SEND Code of Practice, the National High Needs funding approach, and the Children and Families Act and associated legislation and regulations.



“It shouldn't be that children and young people with SEND are written off in mainstream settings. They shouldn't need to fit into the system, the system should work for them”

**Parent/Carer**



“An inclusive school makes a massive difference to the life of the child with SEND, and to all the other children in the class who don't have SEND”

**Primary SENCo**



“Parents, carers and providers alike do not know what is reasonable to expect from their local settings and so lose confidence that mainstream settings will be able to meet the needs of their children and young people effectively.”

**Paragraph 17, SEND Green paper**







## Facebook:

Facebook remains the most efficient and effective channel for sharing information, activities and services in an accessible and responsive way.

With collaboration from the Childcare Sufficiency team, the Local Offer Facebook page continues to grow its followers.

**4.6k**  
followers

**41%**  
increase in  
followers on  
2022-23

**44%**  
interactions  
increase

The page currently attracts **4.6K followers**, a **41%** increase on 2022 -2023 figures.

Interaction with the page has increased by **44%** highlighting that followers are keen to access inclusive clubs and activities as well as gain support and advice from professionals.

### The top 5 Facebook posts of 2024:

Post	Reach	Date	Organisation
SEND Friendly Christmas activities	8.9K reach	05.11.24	Leicestershire County Council
Free Webinar – Emotion Regulation	7.8K reach	28.11.24	Leicestershire County Council – Family Help
New SEND Youth Group & Family Support Group	4K reach	02.09.24	Coalville CAN
Play on Programme	4K reach	20.09.24	Leicester City Football in the Community
Local Offer Roadshow	3.5K reach	10.09.24	Leicestershire County Council

(Reach Counts: This metric counts reach from the organic or paid distribution of your Facebook content, including posts, stories and ads. It also includes reach from other sources, such as tags, check-ins and Page or profile visits.)

Please continue to send us information which you think would be helpful to our followers. We are always on the lookout for new and engaging content for our page. Email us at: [leicestershirelocaloffer@leics.gov.uk](mailto:leicestershirelocaloffer@leics.gov.uk)

# 3. You Said, We Did:

	You Said / Asked For	We Did / are working on
1	Where can I find information to create a SEND board to support our parents and carers?	<p>The Local Offer webpages provide a vast array of information regarding health, education and social care for children and young people with SEND and their families.</p> <p>Information includes direct links to external organisations for further support, YouTube films and email addresses to contact services.</p> <p>Check out our webpages here:  <a href="http://www.leicestershire.gov.uk/education-and-children/special-educational-needs-and-disability">www.leicestershire.gov.uk/education-and-children/special-educational-needs-and-disability</a> </p>
2	How can I contact the SENA service?	<p>To streamline the work of the SENA service, 3 teams have been created; Assessments, Reviews, and Placements. Each team works on specific tasks relating to your individual pathway. An online enquiry form is available to contact the relevant service as well as a phone number which is operational during office hours: <b>0116 305 6600</b></p> <p><a href="http://www.leicestershire.gov.uk/education-and-children/special-educational-needs-and-disability/where-to-start-with-send/get-help-with-your-childs-progress/contact-the-sena-service">www.leicestershire.gov.uk/education-and-children/special-educational-needs-and-disability/where-to-start-with-send/get-help-with-your-childs-progress/contact-the-sena-service</a></p>
3	Are there any SEND parent and toddler groups in the Coalville area?	<p>The Family Help service offer regular group sessions at the Coalville Family Hub (and other Hubs around the County.) Although the sessions are not SEND specific everyone is welcome.</p> <p>Stay and Play activities are also held during the school holidays. These sessions are specifically for SEND children.</p> <p>Check out here for more information:  <a href="http://www.familyhubsleicestershire.org.uk/">www.familyhubsleicestershire.org.uk/</a> </p> <p>We regularly advertise groups and activities on the Local Offer Facebook page – please follow us here:  <a href="https://www.facebook.com/Leicslocaloffer">www.facebook.com/Leicslocaloffer</a> </p>

	You Said / Asked For	We Did / are working on
4	Please could you tell me more about the Local Offer Roadshows so that I can share the information with my clients	<p>Local Offer Roadshows bring together services which support children with Special Educational Needs and Disabilities and their families, all in one place.</p> <p>They provide the perfect opportunity for parents, carers and professionals to speak to services face to face.</p> <p>Family friendly events held in an accessible venue throughout the county which also offer opportunities to share your feedback on the Local Offer.</p> <p>For more information check out our webpage and Facebook:  <a href="http://www.leicestershire.gov.uk/education-and-children/special-educational-needs-and-disability/information-and-support/local-offer-roadshows">www.leicestershire.gov.uk/education-and-children/special-educational-needs-and-disability/information-and-support/local-offer-roadshows</a>  <a href="https://www.facebook.com/Leicslocaloffer">www.facebook.com/Leicslocaloffer</a></p>
5	I am enquiring regarding what's on offer over the summer break?	<p>Please see our recent Facebook posts regarding summer holiday activities. These are easily searched using #LeicsHolidayActivities  <a href="https://www.facebook.com/Leicslocaloffer">www.facebook.com/Leicslocaloffer</a></p> <p>Colleagues from Family Help will also be delivering a free webinar for tips on routines, activity ideas and holiday clubs. All the details are available on a Facebook post shared 23.05.24  <a href="https://www.facebook.com/Leicslocaloffer">www.facebook.com/Leicslocaloffer</a></p>
6	I'm trying to help a parent with something and not sure what the local SEND offer is – can you help?	<p>The SEND Local Offer encompasses information and support services available to SEND children and their families.</p> <p>It includes:</p> <p>Local Offer webpages:  <a href="http://www.leicestershire.gov.uk/education-and-children/special-educational-needs-and-disability/where-to-start-with-send/what-is-the-local-offer">www.leicestershire.gov.uk/education-and-children/special-educational-needs-and-disability/where-to-start-with-send/what-is-the-local-offer</a></p> <p>The Local Offer Facebook page:  <a href="https://www.facebook.com/leicslocaloffer">www.facebook.com/leicslocaloffer</a></p> <p>Information and Support Directory:  <a href="http://www.leicestershire.gov.uk/popular-now/directories/information-and-support-directory">www.leicestershire.gov.uk/popular-now/directories/information-and-support-directory</a></p> <p>Local Offer Roadshows:  Webpage link</p> <p>Parents and carers can also contact directly via:  <a href="mailto:Leicestershirelocaloffer@leics.gov.uk">Leicestershirelocaloffer@leics.gov.uk</a></p>

	You Said / Asked For	We Did / are working on
7	Could a staff structure chart be added to the Local Offer webpages to help parents/ carers understand the different departments?	<p>Thank you for your suggestion, we have created a chart which shows all the different services working within Children and Family Services. You can find the chart here: <a href="http://www.leicestershire.gov.uk/sites/default/files/2024-06/Local-Offer-Leicestershire-departmental-structure.pdf">www.leicestershire.gov.uk/sites/default/files/2024-06/Local-Offer-Leicestershire-departmental-structure.pdf</a></p> <p>There are also hyperlinks to the relevant webpages</p>
8	The SEND Provision In Leicestershire Directory & Guide is a great tool for parents but it doesn't come up when searching on the LCC website	<p>Thank you for highlighting this problem. We have now been able to ask the Web team to investigate this and ensure it is easy to search within the LCC webpages. Here is a direct link just in case you are still having difficulties: <a href="http://www.leicestershire.gov.uk/education-and-children/special-educational-needs-and-disability/send-service-developments/send-provision-in-leicestershire-spil">www.leicestershire.gov.uk/education-and-children/special-educational-needs-and-disability/send-service-developments/send-provision-in-leicestershire-spil</a></p>



