

Leicestershire Local Offer Strategy

▶ 2025 - 2030



Leicestershire
SEND



Our Vision

‘For all children and young people with special educational needs and their families to be able to access the information and support they need at the right time in Leicestershire, so they achieve well in their education, participate and be involved in their communities and lead happy, safe and fulfilled lives.’ Taken from the Leicestershire SEND and Inclusion Strategy

The Local Offer brings together in one place information about health, education and social care for:

- X children and young people from birth to 25 years old who have a special educational need or disability (SEND)
- X parents and carers of children with SEND
- X professionals working in health, care and education
- X providers of services for children and young people

The Local Offer is a statutory requirement outlined within the Children and Family Act 2014 and described within the SEND Code of Practice (2015) which states that:

Local Area’s **must** publish a Local Offer, setting out in one place information about provision they expect to be available across education, health and social care for children and young people in their area who have SEN or are disabled, including those who do not have Education, Health and Care (EHC) plans.

What do we know and what have we heard?

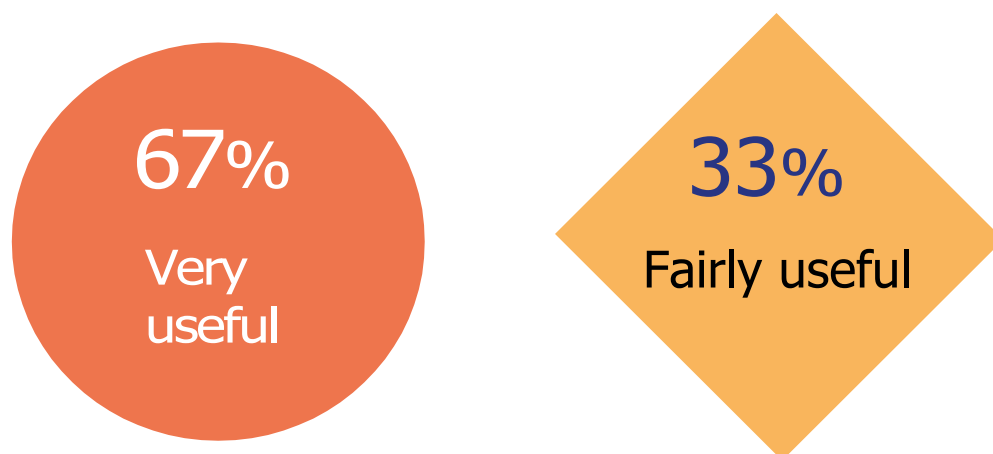
▶ We know from families and young people that our Local Offer website can sometimes be hard to navigate and we are constantly trying to improve. However, we also know from families that we have many positive elements of our Local Offer that work. This includes the Local Offer Facebook page and our Locality Local Offer Roadshows. These elements give families the opportunity to access our Local Offer in a way that goes beyond a website.

Leicestershire County Council subscribes to the Silktide Index, providing an independent review of websites accessibility. This means our website is accessible for all users, including people with disabilities, using old or unusual technology and people with poor internet access. The Local Offer site has previously been rated as number 1. We are currently at number 7 with a score of 97 out of 100.

In a 2022 survey on the accessibility of the Local Offer, 46% of the 131 parents who answered had heard of the Local Offer Website and visited the Local Offer webpages.

When asked how easy or difficult it was to find information on the Local Offer website, 58% responded that they did find the information that they were looking for.

Feedback on the usefulness of the County Hall Local Offer Roadshow held in September 2024 where 9 parent/carers provided feedback:



What is our vision?

We believe that every child or young person with a special educational need or disability and their families should be able to access relevant information and support they require at the right time. We hope that by getting it right for families at the right time – children and young people with special educational needs and disabilities can live fulfilled and as independent as possible lives.

The Department for Education state that 'the Local Offer should be collaborative, accessible and comprehensive' and in Leicestershire these are the key principles in which our Local Offer is built on.

How will we know we have been successful?

Due to the very nature of the Local Offer – success is fluid. For it to be successful it must be under constant development and improvement and never definitive. We will continue to use the following measures for our success and development underpinned by annual work plans:

- ✕ Feedback from parent carers and young people
- ✕ Local Offer Roadshows feedback
- ✕ Voice and feedback captured at consultation events
- ✕ Social media feedback and engagement
- ✕ Analysis of our google analytics data
- ✕ Inspection and peer review feedback





How will we do it?

Collaborative We will:	Accessible We will:	Comprehensive We will:
<ul style="list-style-type: none">✗ Coproduce and engage with parents, carers and young people including the parent carer forum and wider groups✗ Ensure a shared ownership of the Local Offer across education, health and social care✗ Review and communicate changes and developments with parents, carers and children and young people	<ul style="list-style-type: none">✗ Ensure wide publicity of the Local Offer✗ Visit each locality in Leicestershire with the Local Offer Roadshow bi-annually. We will include evening events✗ Review and revisit content on the website✗ Utilise digital technologies such as video and social media	<ul style="list-style-type: none">✗ Ensure information is up to date by reviewing annually✗ Ensure a breadth of information which covers, education, health and social care✗ Recognise gaps and encourage user feedback on pages✗ Share information relevant to our neighbouring authorities✗ Interpret qualitative and quantitative data to inform our developments

Year One

January 2025 – December 2025

Deliverables	Objectives	Measures
Engage with parent carer groups and young people	<ul style="list-style-type: none"> Engage with parent / carer groups Engage with children and young people groups SEND Hub rep at Local Offer Steering Group Parent/carers annual survey on the Local Offer Review feedback mechanisms available on the Local Offer Communicate changes in the form of 'You Said, We Did' to be published quarterly 	<ul style="list-style-type: none"> Contact with a minimum of 12 parent/carers groups Contact with a minimum of 12 schools SEND Hub attendance at Local Offer Steering Group meeting Survey results Survey results and data Annual Report published
Ensure wide publicity of the Local Offer	<ul style="list-style-type: none"> Embed departmental awareness of the Local Offer Organise and deliver on Local Offer Roadshows Leicestershire County Council Corporate Communication initiatives to increase reach of the Local Offer 	<ul style="list-style-type: none"> Attendance at staff meetings Recorded visits to locality teams Distribution of postcards One Local Offer Roadshow to be held within each locality – this will be across 16 months Increase webpage visits and/or Local Offer likes by 10%

Deliverables	Objectives	Measures
<p>Increase service user engagement with Leicestershire's Local Offer.</p> <p>Including web page visits and Facebook followers</p>	<p>✗ Use statistics from 2023 and 2024 to prepare a calendar of webpage use to inform parent/carers over 2025</p> <p>✗ Schedule Facebook posts based on national themed days, calendar of peaks in webpage use and information about services</p>	<p>✗ Increase web page visits by 20%</p> <p>✗ Increase Facebook followers by 20%</p>
<p>Ensure comprehensive, up to date and relevant information</p>	<p>✗ Annual audit of compliance requirements</p> <p>✗ Create thematic reviews of web pages – see compliance report and shared ownership of content</p> <p>✗ Use the opportunity within thematic reviews to reduce length of content and remove professional jargon</p> <p>✗ Annual audit of school SEN Information reports</p> <p>✗ Co-produced content using various methods</p>	<p>✗ Update reports from workstream leads</p> <p>✗ Test content to see if a 10 year old could read and understand</p> <p>✗ Audit of reports and links</p> <p>✗ Feedback, survey results</p>
<p>Ensure Local Offer is accessible in communities</p>	<p>✗ Local Offer Roadshow visits to each locality in Leicestershire, at various events, days and times</p> <p>✗ User testing with parent/carers</p> <p>✗ User testing with children and young people</p> <p>✗ Utilise digital technologies such as video clips and social media</p> <p>✗ Distribution of Local Offer flyers as paper copies such as laminated copies required, QR code on flyer</p> <p>✗ Email flyers and information to schools</p>	<p>✗ Survey / testing, results, reports</p> <p>✗ Feedback, survey results</p> <p>✗ Survey / testing feedback</p> <p>✗ Attendance at Local Offer Roadshows</p>