

Spreading the word



Welcome...

There's no doubt that nationally the SEND system is under increasing pressure.

So it was nice this week when a couple of head teachers talked to us about how SEN officers had done some great work with families, in one case enabling a child to continue in mainstream school and in another helping to put together a multi-agency package of support for a child with complex needs.

It can be easy to overlook how much good work is going on to support children. Whether it's a teaching assistant in school, the SEND coordinator, an educational psychologist, family worker, autism teacher, health visitor, nursery worker, school nurse or the SEN officer, (to name but a few), there are a lot of people working hard to make a difference to children's lives.

Of course, if services have not been good enough, it is important we know so we can put things right. Email

➔ leicestershirelocaloffer@leics.gov.uk with both good and not so good comments.

The Local Offer

Our 'local offer' brings together details about local health, education and social care services in one place for children and young people aged 0-25.

The 'one-stop-shop' is a useful online resource for children, young people, parents, professionals and people who provide services.

You can also use the site to tell us about your experiences of services and facilities, register a service or suggest one to be added.

The 'local offer' was launched following national reform, ours can be found at

➔ www.leicestershire.gov.uk/local-offer

Parents and carers are now playing an increasingly important part in helping us to make improvements.

Our SEN and Disability Partnership Board includes representatives from the Parent Carer Forum. Our ➔ **SEND Strategy** helps us to improve services

Since the board was set up we've made important improvements, for example, expansion of the SEN Assessment Service, including a post-16 Team, and the development of a shared 'pathway to adulthood'. This aims to make transition from school to the world of work, further education and/or employment easier to achieve. Next steps include further improving the Local Offer website.

In 2019 we will be entering an exciting stage in the development of services. We're proposing to invest more than £20m in ➔ **improving specialist SEND provision** in the county.

The extra provision would add much-needed capacity and offer a better choice in terms of high quality, modern provision, as close as possible to home.

I've been especially grateful for the constructive input from the Parent Carer Forum and hope that in 2019 this partnership will grow further.

Tom

Tom Common
Head of SEN and Disabilities



Look out for the links to resources, email addresses and useful websites that feature throughout this newsletter.



Join our Leicestershire Local Offer on Facebook, visit our page and like us to receive regular updates.

Visit the Local Offer at

➔ www.leicestershire.gov.uk/local-offer

➔ leicestershirelocaloffer@leics.gov.uk

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Meet the team ...

SPECIALIST TEACHING SERVICE



Left to right – Julie Grafton-Reed, Kirsten Jansen, Alison O'Brien, Kate Wells and Kevin Baskerville

Our Specialist Teaching Service (STS) provides dedicated support and advice for children and young people with Special Educational Needs And Disabilities (SEND) in Leicestershire.

Our four teams of specialist staff work together as one service and cover the following areas:

Vision Support:

Our vision support team provides support and advice to educational settings, parents, carers, families and other professionals who are working with visually impaired children and young people, from the time of identification up until the age 19, unless the individual has an Education Health and Care Plan (EHCP) and is continuing education.

Assistive Technology for Education Support (ATfEST):

Our team of assisted technology specialists, technicians and

practitioners work in partnership with teams across the service to support children and young people in an educational setting.

Hearing Support Team (HST):

We provide teaching, audiological support and advice to parents, carers, families and professionals working with children and young people who have an educationally significant hearing loss, from the time of identification up until the age of 19 (unless the individual has an EHCP and is continuing education).

Autism and Learning Support Team (ALST)

We provide advice and support to children, families and education establishments across Leicestershire for children with an Autism Spectrum Disorders (ASD) diagnosis aged 5–19 year (unless the individual has an EHCP and is continuing education). Our team of qualified specialists also offer an annual consultation to educational settings to help them in meet the needs of pupils with dyslexia or learning differences of a dyslexic nature.

For more information, or to contact any of the above teams, please call 0116 305 9400 or email us at sts@leics.gov.uk

Specialist Teaching Service

Service Manager: Alison O'Brien (until Easter 2019) Mhairi McDonald (after Easter 2019)

Vision Support Team

Kirsten Jansen
Julie Grafton-Reed

Assistive Technology for Education Team (ATfEST)

Kirsten Jansen
Julie Grafton-Reed

Hearing Support Team

Kate Wells

Autism and Learning Support Team

Kevin Baskerville

A year of Local Offer Roadshows

Since the launch of our Local Offer Roadshow in Hinckley last November, we have held a further five events in Loughborough, Coalville, Glenfield, Oadby and Leicester Forest East, helping even more families find out about services and support in their area.

Over the last twelve months, we've spoken to over 220 families and engaged with over 145 services and agencies who came along provide information and advice. We've had some great feedback from parents and carers who joined us, as well as from professionals, who left armed with lots of useful information to be shared with their service users. Here are just a few of the comments we've received:

"I think it was all good and being in the community it is very accessible"

"Excellent to see all service providers together"

"I managed to find organisations that had advice on the matters I needed to discuss. They gave me great advice"

"It was not only great to get people interested in the services you provide but also a great networking event. It was well organised and great to be part of it!"

Sharon Wood, Director, Horses for Causes



For more information on our Local Offer Roadshows, you can get in touch with us by email at leicestershirelocaloffer@leics.gov.uk

You can also like our Leicestershire Local Offer page on Facebook to stay up-to-date with the latest events and activities.

DATES FOR YOUR DIARY 2019

Local Offer Roadshow			
Tuesday 12th February	Melton	Venture House, Asfordby Rd, Melton Mowbray LE13 0HN	2:00pm – 4:30pm
EHC Plan Information Sessions BOOKING RECOMMENDED			
Tuesday 12th March	Charnwood	Mountfields Lodge Youth Centre, Squirrel Way – off Epinal Way, Loughborough, LE11 3GE	9.30am – 11.30am
For booking information please contact kelly.alexander@leics.gov.uk			
Leicestershire Parent Carer Forum - Information Hubs			
Monday 14 Jan, 11 Feb, 11 Mar, 8 Apr	North West Leicestershire	Agar Nook Community Centre, Belgrave Close, Coalville, Leicestershire LE67 4TN	10 – 11am
Wednesday Dates TBC	Blaby	Brockington Community College, Blaby Road, Enderby, Leicestershire LE19 4AQ	7 – 9pm
Thursday Dates TBC	Hinckley & Bosworth	Newbold Verdon School Community Lounge, Dragon Lane, Newbold Verdon Leicestershire LE9 9NG	9:30 – 11:30am
Thursday 3 Jan, 7 Feb, 7 Mar	Charnwood	Tesco Shelthorpe Community Room, Park Road, Loughborough LE11 2EX	9:30 - 11:30am
Wednesday Dates TBC	Blaby	Brockington Community College, Blaby Road, Enderby, Leicestershire LE19 4AQ	7 – 9pm
Friday 4 January, 1 Feb, 1 Mar, 5 Apr	Central – 360 Play*	360 Play, Meridian Leisure Park, Lubbethorpe Way, Leicestershire LE19 1JZ	7:15 – 7:45pm
*Please note that this session will only be available to customers of the 360 Play SEN Session for which there is a charge			

You can find out more about our Leicestershire Parent Carer Forum on page 8. For more information about the information hubs, please email info@leicestershirepcf.org.uk

SAVE THE DATE Leicester City Council Local Offer Live 2019 23 JAN 2019 Curve, Leicester 10:00 – 17:00

For more information contact Glenn Sutton-Foley localofferlive@gmail.com t: 07368 405205

WE'D LIKE TO HEAR FROM YOU. Which services do you use? How do you feel about the support? What would you like to see in future newsletters? Contact Alison alison.barnes@leics.gov.uk or leicestershirelocaloffer@leics.gov.uk



Dyslexia Awareness Week

Parents, carers, families and professionals gathered at County Hall in October for an informative event designed to raise awareness of dyslexia in the 21st century.

The event, which was held in support of national Dyslexia Awareness Week, brought together a host of useful information and support for people with dyslexia.

Guests were able to chat to a variety of local services and providers, with information stands and displays showcasing both dyslexia and SEND support, and were also treated to an informative talk by Microsoft's UK SEND & Dyslexia Consultant and Chairman of the Leicestershire Dyslexia Association, Arran Smith.

Diagnosed with dyslexia aged 9, Arran classes himself as a severely dyslexic adult – one of the 4% of the population. He now sees dyslexia as a difference rather than a disadvantage.

Arran, who has worked as a volunteer, employee and a consultant in the field of dyslexia, SEND and education

for over 15 years, is the chairman of the Leicestershire Dyslexia Association and previously worked for British Dyslexia Association in various roles.

On the night, Arran demonstrated how advances in in-built assistive technology have been brought into mainstream use, allowing people with dyslexia to access the technology at anytime, anywhere.

“As a severely dyslexic adult, I use technology every day – without it, I could not do my job, and could not live the life I live.”

When it comes to dyslexia, it is important to think about and understand our young people. We need to understand their differences and strengths to make sure we give the right solution to support their needs, but most importantly, we need to make sure that they understand it themselves.”

Organisations who attended the event included the Leicestershire Dyslexia Association, Dyslexia Leicestershire, SENA, Educational Psychology, Learning Support and Dyslexia East Midlands.

Dr Sharon Warnock, from Dyslexia East Midlands, said: **“It was a fabulous evening when professionals were able to share ideas on how to help those with dyslexia. The**

evening was massively helpful for parents and teachers alike – in fact, I cannot think of a better way of disseminating good practice.”

The event was held as part of national **➡ Dyslexia Awareness Week**, which took place from 1 – 7 October. To show support for the campaign, County Hall was floodlit in green for the entire week.

More information about future SEND Local Offer and events can be found on the **➡ website** or **➡ Facebook**.



Ten Holiday Season Hints and Tips

It's the time of year when the normal world disappears behind bright, flashing lights and shiny decorations. It can be a favourite time of year, but for the parent of a disabled child it can be very stressful as they struggle with changes to routine, sensory overload and the crowds. The tips below may just help with this holiday season

- 1. Avoid crowds:** Plan ahead and buy as much as possible before the rush. Many foods can be bought in advance or frozen.
- 2. Take time to adapt:** Decorations can be difficult for a child to accept if they don't like change. Put up slowly piece by piece so that the change is gradual.
- 3. Plan realistically:** Home cooked seasonal foods are delicious, but only plan what you can realistically achieve. Your family will prefer a relaxed you, than the next Master Chef!
- 4. Prepare your child:** Use a visual timetable for the season's events, but remember that for literal thinkers, their expectation may be that events should be exactly as they appear on a picture.
- 5. Maintain routines:** Try to keep the days structured to fit with normal routines. Ensure that there are quiet times with a 'Christmas free zone'.
- 6. Keep presents accessible:** Speak to family about loosely wrapping presents for a child who finds unwrapping difficult, or to consider a gift bag.
- 7. Slow it down:** Presents can be over-whelming, so go at the child's pace even if spread over several days. Be prepared there may not be an immediate positive reaction; acceptance of a new item may take time.
- 8. Keep it simple:** A child who loves chocolate may be more thrilled with a chocolate figure they recognise than an expensive item that they don't understand. You can always top up with cash for another day.
- 9. Create your own special season:** Your family are unique so do what works for you, not what others expect.
- 10. Relax!:** Don't be pressurised into trying to make everything 'perfect'. The things that go wrong are often the things which we look fondly back on and laugh about!

The Phoenix Children's Foundation

Established in 2006, The Phoenix Children's Foundation is a volunteer-led charity that works to enhance the lives of vulnerable children, young people and their families, through the provision of funding for specialist activities and equipment.



Located in Packington, Leicestershire, the foundation owns a menagerie of animals, which has enabled the expansion of services to include outreach animal assisted therapy and the recent development of a small care farm.

We are now thrilled to offer our brand new alternative education project starting in March 2019:

Flourish with Phoenix

An exciting range of sessions for learners with complex needs offering practical activities that support independence. Activities run throughout the year and include animal husbandry, music therapy, horticulture projects, art therapy, conservation projects and skills for life.

Education at Phoenix

Our unique surroundings offer many opportunities for learning, understanding and connections with nature to take place. Our workshops are designed to educate, entertain and inspire learners in a range of science and geography based topics, including animals, plants, weather and climate.

Therapeutic Education

We offer a holistic learning environment, through the provision of therapeutic activities in arts and crafts, agriculture and the environment. For children and young people with special needs, the immersive nature of our curriculum can have a very positive impact.

If you would like to know more about our exciting upcoming education offering please email info@phoenixcharity.org or call us on 01530 382 116. www.phoenixcharity.org

The Family Information Directory is changing its name



We know that many of you use our Family Information Directory to access information about local organisations and activities close to where you live.

The FID's new name is the **Leicestershire Information and Support Directory (LISD)**. We've worked together with Adult Social Care to create a new, combined directory which now also provides information about adult services, improving the offer for families of older teenagers and young adults.

You will still be able to find information on:

- Childcare, including day nurseries, pre-schools, childminders, out of school clubs and playschemes
- Children's Centres
- Children's and young people's activities including inclusive sports, youth groups, leisure groups and activities
- Support groups and forums
- Providers offering advice and guidance
- Disability and special educational needs groups (local offer)
- Schools across Leicestershire including those in the city

- Support services across education, health and care including those offering counselling, therapies' and private tuition
- Plus many more

Some other additions and benefits include a useful 'bookmarking' tool for you to save your favourite services, as well as making specialised services easier to identify – just look for the SEND Local Offer logo.



Our Family Information Service (FIS) aims to provide information advice and guidance to all families and families to be, including those who have children or young people with special educational needs or disability.

Please visit www.leicestershire.gov.uk/lisd

Call our family Information service on 0116 305 6545, or email: family@leics.gov.uk

Remember, if you know of a provider that offers great service, and you feel other families would appreciate being able to find their details on the directory, please email leicestershirelocaloffer@leics.gov.uk with the subject heading 'Service Directory recommendation'

Department for Work and Pensions - Schools Advisers

Our team is made up of three advisers that cover all of Leicestershire and Northamptonshire spanning over about 90 schools, including SEND schools.



Department
for Work &
Pensions

Schools' Advisers provide support to schools to help them in their statutory duty to deliver independent, high quality and impartial careers advice to students aged 12 to 18.

The support is aimed at those young people identified as being in danger of becoming Not in Employment Education or Training (NEET) or who might otherwise be disadvantaged in the Labour Market (for example those with a health/disability issue).

School advisors work in partnership with stakeholders to ensure JobCentre Plus builds on support already available to schools.

Our offer is demand-led by schools, responsive and flexible, and could include any of the following:

- Providing advice on routes into traineeships and apprenticeships
- Providing advice/information on the local labour market (including soft skills employers value, such as team work, communication and commitment)
- Support with the job application process - CVs, applications, mock interviews
- Supporting schools in sourcing appropriate companies for skills fairs

- Attending Careers/jobs fairs to offer help and advice
- Labour market up skilling, for pupils and/or teachers
- Arranging employer/provider talks at assemblies

The list is not exhaustive and we are happy to discuss any proposals/ideas that schools may have.

All of our services are completely free to the school and there is no limit on how many times they can call upon us. We are just an email away.

For more information, please contact: rebecca.leadbetter@dpw.gov.uk



The Leicestershire & Rutland Squad who went to the 2017 National Games in Sheffield

Making sport very special

The Leicestershire & Rutland Special Olympics Network is committed to offering people of all ages with learning disabilities the opportunity to access a wide variety of sport.

The long-standing Special Olympics movement is thriving across Leicestershire, with a choice of multi-sport sessions and sports specific clubs who, as well as supporting existing members to reach their full potential, are welcoming new members to join in.

Table tennis, swimming, basketball, gymnastics, equestrian, bowls, athletics and tennis are just some of the many exciting sports specific clubs on offer. In addition to the Multi-Sport Club, which is based in Leicester City Centre, we have this year seen several new multi-sport sessions take place in local venues across the county.

These sessions have been supported by the Leicester City Football Club Community Trust and are an ideal way to try a variety of sports in a fun and safe environment, with plenty of options available.

For young people who have complex needs, the Motor Activity Training Programme (MATP) is a great way to encourage participation in sport.

The 'Together We Can' club, which is based in Leicester, is a fantastic place to enjoy a variety of movement and exercise to support development, whilst parents and carers can meet together themselves as a supportive network.

The Special Olympics clubs are all run with the aim of having fun, enjoying sport and socialising with friends. There is also a strong competition pathway for those athletes who wish to progress further in their sport through local to national competitions.

Local athletes have enjoyed tremendous success at the National Games, which are held every four years. Some of these athletes are now going to be representing Great Britain at the World Games in Abu Dhabi next year – a very exciting time ahead!



Some of the athletes in the basketball team enjoying a break from competition – by the looks on their faces they had a great time!



To find out more about all sport and physical activity opportunities visit
www.lrspport.org/getactive

or for more information on specific inclusive opportunities please contact Kate Scott at Leicester-Shire & Rutland Sport on 01509 564867 or email k.scott@lrspport.org



Who are we?

Leicestershire Parent Carer Forum is a voluntary group of enthusiastic, dedicated parents & family carers. We are for the families, run by the families, dedicated to finding solutions in partnership with service providers.

What do we do?

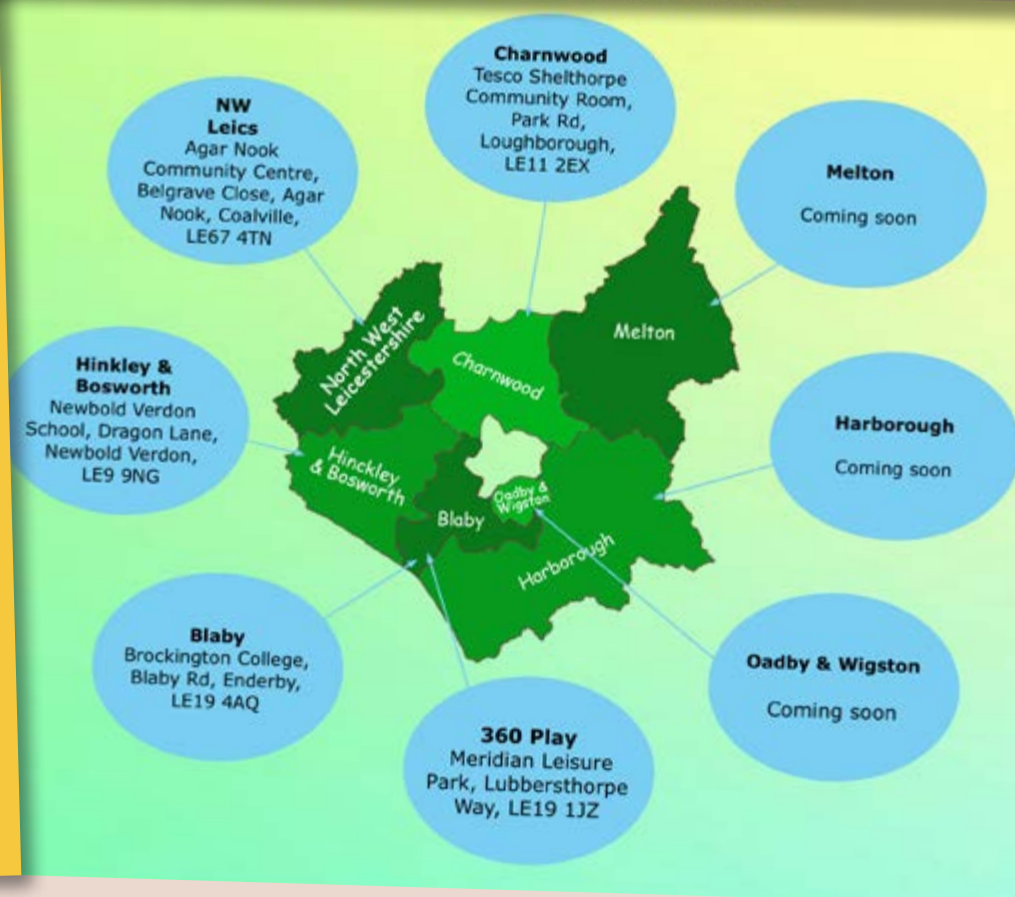
Our aim is to work in partnership with everyone who can help to improve the quality of life for children and young people. We offer support for parent and family carers in the Leicestershire area. We also ask for the support of our membership in working with local service commissioners and providers to ensure that our voice is heard when making decisions about these services.

How can we help?

Parent carer members will benefit from advice, signposting, training and the ability to ask questions of other carers and professionals, as well as attending events. Many of our parent carer members also say the benefit of the Forum is to have easy access to friendly, local people who understand what it's like to have a child with additional needs and are willing to help.

Come along to one of our local hubs to find out how you can get involved with shaping the future services of Leicestershire.

Check our Facebook page for the latest hub dates or email for more info.



Being inspiring to the pupils and staff at the school is something that Khadi has accomplished since joining Dorothy Goodman School in 2015.

Khadi's story

By Kelly Dryden, Deputy Headteacher, Dorothy Goodman School



Khadi has a diagnosis of cerebral palsy; she uses a wheelchair and is unable to communicate through speech. When she arrived from Spain she was able to use her Spanish communication book effectively to communicate her wants and needs and to tell staff about herself. Over the last three years Khadi has worked hard with the professionals and her family supporting her to develop further independence and to communicate using an English Language based system.

Eye gaze technology was identified as the way forward for Khadi and she began to use the system mounted to her chair to communicate with those around her. This system was at times frustrating for Khadi as her unpredictable movements could increase the amount of time it took for people to understand her requests. Khadi uses switch scanning on her Speech Generating Device which has helped to increase the speed of her communication and the use of her device to support her in lessons.

What makes Khadi inspirational is her passion for what she wants to achieve. She uses her device to support her learning especially in English and Maths and it has provided her with increased independence.



She is able to control the system and is beginning to use her device at home as well. Her confidence has grown and she uses her device to communicate with the staff who support her in school. Khadi has not given up even when it has been tough and as a result she is developing a communication strategy that she will be able to use for life.



But Khadi wants more, she has used her device to help her navigate around the school mounted to her electric wheelchair, using the camera so that the device does not have to be taken off, meaning that she can take her voice with her wherever she goes. She has used the device to talk about the challenges that she faces as a young person living in accommodation that is not suitable and to explain to professionals what she would like. And she is aiming high with aspirations to work in the fashion industry, with plans in place for her to visit Nottingham Trent University to find out about the design industry and to understand how the different equipment works.

For Khadi getting the communication right makes the world her oyster, and we look forward to seeing what the future holds.

Remember, this is *your* newsletter...

If you would like to submit an article, or you have a suggestion for an article, please email leicestershirelocaloffer@leics.gov.uk

Steps Conductive Education Centre



Steps is a registered charity supporting families. We offer a unique service using the principles of Conductive Education for children with conditions that cause motor impairments or motor development delays.

We cater for children with Cerebral Palsy, possible chromosome disorders, including Down's syndrome, or other conditions which affect the acquisition of motor skills.

We focus on what potential the children have and how development can be enhanced through an optimistic and informed approach. Conductive Education combines education, psychology and medical science and considers all aspects of development.

Our goal is to develop the skills children need to progress and achieve their potential. At the same time, we provide parents with the knowledge, confidence, and strength they need to understand how they can help their child.

As well as being based on the principles of conductive education, Steps sessions also follow the Early Years Foundation Stage (EYFS) Curriculum. This early intervention is carefully planned for small groups of children and their parents. Our professional team encourages and motivates parents and children through a structured programme designed to help each child achieve individualised developmental steps.



Within each group session, children work through a series of stimulating and challenging tasks addressing every aspect of a young child's development; physical, social, cognitive, communicative and emotional. Importantly, parents work with their children ensuring that the skills learnt at Steps can be transferred to their everyday home life.

Achievable individual goals are then set and updated regularly for each child.

Conductive Education was developed in Hungary by Dr Peto. It is based on the simple concept of human potential – meaning that everyone has the capability to learn and develop regardless of their starting point.

Steps was founded in 1994 by a group of parents in Leicestershire. Starting as a tiny group of five local families, Steps now provides professional sessions to more than 50 families every year from across the whole of the East Midlands. Their feedback testifies to the difference which Steps has made to their children's lives and to the well-being and happiness of the whole family.

For more information, visit www.stepscentre.org.uk

Changes to Post 16 Special Educational Needs (SEN) home to school transport policy – how will it affect you?

Changes to school transport rules may affect any Post 16 student who will require transport from September 2019 onwards.

The changes will affect Post 16 SEN students irrespective of the transport they currently have and/or charges that apply to them during the current (2018/19) academic year e.g. students who currently have a taxi or council minibus will generally be moved on to a Personal Transport Budget (PTB) from September 2019.

A Ready Reckoner is available on the website listed below - you can use this to give you an idea of your PTB amount. If you require transport assistance for your child you must still make a formal application for each year of Post 16 education and application forms will be available early in 2019.

You should complete your transport application form by the end of March 2019. We will then check your child's eligibility. All final decisions on what travel assistance we will offer will be made by June 2019.

More information on PTBs and the new policy, including the Ready Reckoner, is available on our website at:

**[www.leicestershire.gov.uk/
send-school-transport](http://www.leicestershire.gov.uk/send-school-transport)**

Future in Mind

Our ambition is that children & young people will have access to the right help at the right time through all stages of their emotional and mental health development.

For this to happen, we have developed a whole system approach to delivering a range of emotional, mental health and wellbeing services that meet all levels of need.

The Department of Health's Task Force Report, "Future in Mind: Promoting and Improving our Children & Young People's Mental Health and Wellbeing" (DH, 2015) looked at how to make it easier for children & young people to access help and support when needed and to improve how mental health services are organised, commissioned and provided. As a result NHS England (NHSE) published a national ambition for how to transform children & young people's emotional, mental health and wellbeing services.

In 2015, health and care organisations in Leicester, Leicestershire and Rutland (LLR) set out on a five year journey to improve and transform the mental health and wellbeing services for our local children & young people. To read more about the [Future in Mind Local Transformation Plan](#).



We know that in an average class in Leicestershire (which has about 30 young people aged 15 years):

- 3 could have a mental health disorder
- 10 are likely to have witnessed their parents separate
- 1 could have experienced the death of a parent
- 7 are likely to have been bullied
- 6 may be self-harming

8,000 children & young people in Leicestershire have a mental health disorder and we know very few will access help. We know more needs to be done to promote mental health, reduce stigma and prevent deterioration through early intervention.

Future in Mind incorporates interventions to promote and protect children & young people's emotional, mental health and wellbeing with an emphasis on early intervention and resilience.

Visit the website to find out more about what services are available for children, young people, their families and carers.

Reflecting back over the year...

In our first edition of 'Spreading the word' we introduced Karen Hall, our then newly appointed Family Voice Worker for Special Educational Needs and Disabilities. Let's take a look at what she has been getting up to after her first busy, but exciting year!

Leicestershire Parent Carer Forum

Karen has been working very closely with the forum and provides a key link between parents and the Local Authority. This can be by encouraging senior managers to ensure their meeting times are parent friendly or by arranging speakers and events. Although the forum is independent from the Local Authority it's really important that we work closely and show our commitment to listening and responding to what the Parent Carer forum are telling us!

Working with young people

Over the year Karen has visited lots of young people which included special schools and youth groups to get their views on what was working well (and not so well) for them in Leicestershire.

This was used alongside parent's views to help create the SEND strategy for Leicestershire. Young people have also given their honest feedback about our Local Offer Webpages.

We knew improvements needed to be made and our digital team are busy making the changes... watch this space!



Co-production

In Leicestershire, co-production means working together with service users to help design services that are fit for purpose. By listening to what parents and young people tell us we have more of a chance of getting it right, providing a better service and potentially saving money! Some of the projects we have worked alongside parents with include:

- Developing new education provision for children with Autism
- Developing clear processes and creating parent friendly leaflets for Early Help Short Breaks
- Evaluating and improving Leicestershire's Local Offer
- Improving the criteria and quality of Education, Health and Care Plans

The Voice team feel it has been a great year for hearing and responding to families - but what do you think? For any further information, please email voice@leics.gov.uk

Useful contacts

Local Offer

Email: leicestershirelocaloffer@leics.gov.uk

Web: leicestershire.gov.uk/local-offer

Leicestershire Family Information Service

Phone: 0116 305 6545

Email: family@leics.gov.uk

Leicestershire First Response

Children's Duty Team

Phone: 0116 305 0005

(24 hour phone line)

Email: childrensduty@leics.gov.uk

SENDIASS

Phone: 0116 305 5614

(Monday to Thursday 9am to 4.30pm,

Friday 9am to 4pm)

Email: sendiass@leics.gov.uk

SEN Assessment Service (SENA)

(SENA oversee Education Health and Care Plans)

Phone: 0116 305 6600

Email: senaservice@leics.gov.uk

Specialist Teaching Service

Phone: 0116 305 9400

Email: STS@leics.gov.uk

Early Help

Phone: 0116 305 8727

Email: earlyhelp@leics.gov.uk

Leicestershire County Council

County Hall, Glenfield

Leicestershire LE3 8RA

Phone: 0116 232 3232 (reception and switchboard)

Monday - Thursday: 8am - 5pm

Friday: 8am - 4.30pm

Leicestershire District and Borough Councils

Blaby District Council

www.blaby.gov.uk

Phone: 0116 275 0555

Charnwood Borough Council

www.charnwood.gov.uk

Phone: 01509 263151

Harborough District Council

www.harborough.gov.uk

Phone: 01858 828282

Hinckley & Bosworth Borough Council

www.hinckley-bosworth.gov.uk

Phone: 01455 238141

Melton Borough Council

www.melton.gov.uk

Phone: 01664 502502

North West Leicestershire

www.nwleics.gov.uk

Phone: 01530 454545

Oadby & Wigston Borough Council

www.oadby-wigston.gov.uk

Phone: 0116 288 8961

Remember to sign up!

To receive future editions of this newsletter straight to your inbox, please email leicestershirelocaloffer@leics.gov.uk

'Spreading the Word' is now produced each term to view online and is emailed to those who have signed up. You can read it online at Leicestershire Local Offer and on our [!\[\]\(4557e13cf3704d13e814797d47205769_img.jpg\) Facebook page](#)

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This newsletter has been written produced and edited by Leicestershire County Council Local Offer representatives with documents and articles provided for the purpose of sharing information. While we have taken steps to ensure the accuracy of the information provided, we cannot endorse or take responsibility for any service, product or activity included within this newsletter and you should acknowledge that any reliance on such information will be at your own risk.

As a parent/carer you should ensure that any activity group or service is not only safe but right for your child.