

# Shropshire's Local Offer for SEN & Disability

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Shropshire's Local Offer is meant to help families, children, young people, and professionals to support those with Special Educational Needs or Disabilities to find accurate and appropriate information so that they can make positive decisions about their lives.

This has come about due to the Special Educational Needs and Disabilities (SEND) Reforms following on from the Children and Families Act 2014. In the SEND Code of Practice it states that all Local Authorities must publish a Local Offer, setting out in one place, information and 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. In setting out what they 'expect to be available', local authorities should include provision which they believe will actually be available.

Information about specialist services and services that can cater for those with SEN or disabilities can be found on this site with links made back to the relevant websites where further detailed information that may be of help to you is held.

Further information about our other services can be found by visiting the [Shropshire Council](#) website.

***We, Shropshire Council, cannot be held accountable for content held on external sites other than our own. Please use these with caution, being mindful of internet safety and data protection when sharing information, and have a general awareness that these sites are not endorsed or checked by Shropshire Council.***

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## What is a Local Offer?

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A Local Offer should be a single place where you can find information, support, and guidance on how to find and contact a service that may be of help to you and your family. It should contain information about the range of services available in your area, what they offer, and how you can contact them. You should also be able to find out what the processes are for accessing statutory services like Therapy Services, Disabled Children's Team Social Care, Early Help, Children and Adolescent Mental Health Service, and others. This information should be clear and easy to understand

Government legislation states that all local authorities must produce a Local Offer detailing all service provision that it knows, and expects, to be available to children, young people, and their families with SEND aged 0-25 years. This must include Health, Education, and Social Care. This must be published electronically and available to access via alternative methods to ensure accessibility to all those whom may wish to use it.

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## **What makes Shropshire's Local Offer different?**

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Shropshire Council recognise the difficulties we face with the rural nature of our county, therefore to combat this there will be Local Offer Champions who will support the ongoing development and regular review of the Local Offer. Local Offer Champions will be made up of parent carers, people working within related SEND professions, young people with SEN or Disabilities, and other members of the community who want to help in the improvement of the Local Offer in Shropshire.

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## **How our Local Offer has been developed**

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Shropshire Council representatives from several service areas have been working closely together since summer 2013 to develop the Local Offer. This has included representatives from Specialist Schools, Early Years, SEN team, Therapy Services, Shropshire's Clinical Commissioning Group, Shropshire Community Health Trust, Shropshire SENCo Network, Parent Carers represented by Parent Partnership and Parent and Carer Council Shropshire, Community Enablement Team, Shropshire Youth IAG, Educational Psychology Service, Family Information Service, Digital Services, and more.

We come together as a working group at least termly to discuss the management of the Local Offer resource, the development of the community engagement opportunities, and any matters arising such as reviewing data and identifying gaps in service areas. We also discuss feedback received from parent carers, professionals, and young people.

The range of SEND that our parent carers have expressed their knowledge of and young people experience includes; Autistic Spectrum Disorder, Cerebral Palsy, Challenging Behaviour, Downs Syndrome, Rare Chromosomal Disorders, ADHD, Sensory Impairments, Deafness, Ocular Impairments, Dyspraxia, Dyslexia, Epilepsy, Renal Failure, Diabetes, Life Limiting Disorders / Syndromes, Mental Health Issues including Eating Disorders and Social Anxieties.

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### **Parent Carer Involvement**

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PACC, our local pan disability parent carer forum, has been involved in the Local Offer from the very beginning. They have held workshops that have led to fundamental changes in our development processes, and produced surveys to generate feedback on general and specific subject matter to feed into the ongoing improvements being made.

We also work with smaller groups of parents and individual parents by getting out into the community to meet with them and share the Local Offer. We are keen to develop links with smaller specialist forums, such as the Downs Syndrome Group, Friends of Severdale to widen the connections we have.

We are working with PACC, Children's Centre Services, and the newly commissioned IASS to develop a small cluster of parent carers to become Local Offer Champions to look at the Local Offer service search tool and other identified information in line with the new legislation. This will form a part of a rolling review process where we can identify areas that may require further support from the Local Offer team to improve accessibility of information and criteria documents.

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## **Young People Involvement**

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Young people are represented at our working group by providers that work directly with them. We are working to develop links with forums or groups that specifically involve young people. We have successfully met with SEN pupils at several secondary schools in the county to gain feedback on the web services we have developed, this was achieved via Shropshire Youth IAG and provided valuable information. The Local Offer team has also been present at an away day where our Specialist Academy Sixth Form students from their Futures Project had an opportunity to engage with several services, offering the Local Offer some great research into what services are accessed and where these services could be developed further.

We are working with the Youth Activities team to develop new opportunities to work with young people in their SEN Youth Groups across the county. This will hopefully feed into our Local Offer Champions work where we can ask about targeted work areas and generate new ideas to continually develop the Local Offer.

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## **Development Planning**

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As the Local Offer is an organic resource that will continue to develop by including new services in our service search tool, we plan to meet as a working group and get out into the community to engage users and providers more. There is a desire to create community access to the Local Offer utilising existing services such as Children's Centres and Community Hubs. We will be working closely with the Independent Advice and Support Service to develop and improve our links to the community, creating a wider variety of ways to access the Local Offer.

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## **Accessing the Local Offer**

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To add to the information provided both here and on our main Shropshire Council website, we will be developing other ways for families, children, and young people to access the Local Offer. This may include access via existing services, but we would like your help to make sure we offer enough ways and support to enable people to use the Local Offer effectively. Please see our feedback pages for information about how you can get involved and help to shape this service.

If you would like help to access the Local Offer, or can't find what you are looking for, please call our customer service team on 0345 678 9021 if the service you are looking for is universal the Family Information Service will be able to support you, if you are looking for a specific service that is SEND specific please ask for the Local Offer Team. Alternatively you can ask for help to use the Local Offer at any sure start children's centre, school, or from our Local Offer Coordinator. Alternatively our Local Offer Coordinator and Family Information Service Officers can help you to identify relevant services and email or post the information to you. If you require the information in another format please let us know.

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## **Information available on this site**

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As a parent carer, child, or young person you may be looking for information or services that are relevant and local to you. You may be looking for a sports club that caters for children with physical disabilities, or for a youth club suitable for a teenager with autism. You may want to find the telephone number of your local cinema that has autism friendly screenings, or for a local support group where parents can go and talk in confidence about their concerns.

The 'Browse Services' menu will allow you to quickly search all services and providers details by selecting the subject that meets your needs. To narrow your search we recommend that you use key words or the filters on the left hand side of the page to find more specific and accurate search results.

The pages under the 'Information' menu offer more detail about some of the services and changes that have been put in place following the SEND reforms and the implementation of the Children and Families Act 2014. There are further links within these pages that will take you back to the Shropshire Council website.

All information available on our Local Offer is reviewed in line with new legislation and guidance as per the Children and Families Act 2014 and the SEND Code of Practice 2014. Therefore we expect all information to meet the need to provide clear, comprehensive, accessible and up-to-date information about the available provision and how to access it.

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## **Feedback - your opinion matters**

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To register your interest in attending any of our feedback opportunities please email [local.offer@shropshire.gov.uk](mailto:local.offer@shropshire.gov.uk) or visit our main [feedback pages](#) where you can share your thoughts on the Local Offer and all related services.

We will promote and hold regular opportunities for parent carers, children, young people, professionals, and service providers where there will be a chance for you to speak with a representative of the local offer and to address your thoughts directly to the team.

The local offer team value your comments and try our best to respond to all feedback where appropriate. We will update and publish our feedback pages regularly, where you will find comments made, responses, and actions taken. Feedback received to date has shaped the way the local offer has been developed and has provided us with crucial information that has directly influenced the approach we have taken to creating our Local Offer.

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### **Commenting about Services on our Local Offer**

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The purpose of comments is to help other parents to make informed decisions about which services they may choose to use, so think about what would be useful for them to know.

The Local Offer is not the place to vent your anger. If you are having problems with a service we recommend you speak to them directly to try and resolve the situation. Alternatively contact [IASS](#) for further support.

Your comment should be factually correct and not make reference to any named individuals, unless it is necessary to do so, and then it would be preferred for you to seek their permission first. If you are commenting on an event or activity you may find the following format useful:

- What I liked....
- What I didn't like....
- What I would need in the future.....

Please include a date and/or location so the service provider can be clear as to which event/activity you are commenting on.

Having posted your comment this will be sent to the Local Offer team and the service itself. Services are not required to reply to your comment but some may choose to do so, which we encourage. If the service does reply please note that a further comment from you regarding the same issue will not be posted on the Local Offer. In some instances the service provider may contact you directly. If they choose to do this, we will not issue contact details without your consent.

Please note that all comments are subject to moderation. If they include inappropriate language they will be removed from the site.

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## **Giving Feedback about our Local Offer**

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You can provide feedback about the Local Offer tool, features, information pages and wider purposes in two ways:

1. You can email [local.offer@shropshire.gov.uk](mailto:local.offer@shropshire.gov.uk) titling your email 'Feedback'
2. Click on the 'feedback' button (right hand side of a computer / bottom of the screen on a mobile). You can score our Local Offer on a scale of 0-10. You can also provide specific comments on any problem, suggestion, compliment or other. If you would like us to respond to your feedback please leave your email address too.

We endeavour to incorporate the key points found within the feedback we receive. Our [feedback pages](#) will take into account recurring themes or crucial individual comments where it is appropriate to do so.

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## **Using the Local Offer**

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We hope that the information we have provided helps you to use the Local Offer in the most effective way possible, allowing you to take advantage of the features available. Please find further information about individual features below.

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### **Creating an account**

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You will need an account to:

- comment on services on our Local Offer; and
- to save services to your Pinboard permanently.

To create an account simply click the button on the top right of the screen 'Sign In' and follow the instructions. Your chosen email address will be your future username, ensure your password is secure by using an alphanumerical word in a mix of upper and lower case for example L0calOff3r.

You can log in to your account by clicking 'Sign In' next time you want to use the Local Offer.

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## **Using Search Features**

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**Filters** - Filter your search results by selecting categories you wish to search in. Each time you amend your search parameters remember to click 'Refresh' to make sure your search results are as accurate as possible.

**Search by Key Word** - Use key words in the search bar to find services and information that is relevant to your search. Try not to enter questions or statements, such as 'My child will not sleep' or 'How can I get referred to Physiotherapy?' as these are too complex. Our search feature is very simple and basic to navigate. It uses simple Key Words, or 'Meta Tags', to find the relevant results. Within Service Cards it will search service name, key words, and description, whereas in the Information Pages it will search all text for relevant returns.

**Postcode** - This can narrow your search to within a 5,7, or 10 mile radius of a specific postcode. The results are displayed as distance from postcode or services that serve the postcode. Using Key Word search and Postcode will increase the success of returning the most relevant services and information that meets your needs.

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## **Using your Pinboard**

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The Pinboard is there to help you retain information about a service that you might want to look at again later or compare against another. On each service card there is a little pin that you can click that pops the information on to your Pinboard for future use. If you have logged in your Pinboard will be remembered and all items placed there will remain until you unpin them. If you are a visitor and are not logged in your pinned services will only remain on your Pinboard for the duration of your visit to the Local Offer, as soon as you leave the site the Pinboard will clear.

Once you have pinned services to your Pinboard you can visit the pinboard and take several further actions. - You can email all of the pinned services to a nominated address - You can save the pinned services within a PDF document - You can retain the pinned services on the Pinboard for comparing them or returning to the information later

Your Pinboard can become your personal selection of services. This can be really helpful for people who work with children and young people with SEND to retain a mini 'Hitlist' of services that you may refer to frequently. For parent carers and young people you can keep vital contact information to hand by retaining information on the Pinboard. It can be used however you see fit.

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## What should a Service Card include

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All service cards, the entry where a service houses their contact details and information, should always contain the following information:

- Contact details
- Links to appropriate websites
- Information about any relevant criteria or access requirements, such as referrals or application forms
- Links to their social media
- Information about how they support you or your family

Where they link to their website for further information these links should work and they should take you to the relevant area of their website. All information should be clear to understand and easy to navigate. If this is not the case please let our Local Offer team know and we will support the service to make any necessary improvements. You can do this by emailing [local.offer@shropshire.gov.uk](mailto:local.offer@shropshire.gov.uk)

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## Services and Providers

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As a service, provider, information or support group you may want to create your own local offer. We would welcome this, and recommend that you start by looking at the information that similar services have published. If you are happy that you are a suitable service or provider, please contact our local offer coordinator via [local.offer@shropshire.gov.uk](mailto:local.offer@shropshire.gov.uk)

We will discuss with you the criteria for registering your services and support you in completing the administration required to upload your data. It is really simple and user friendly, taking just minutes to do. We will also offer guidance on how you can make your service more accessible in line with the local offer and relative legislation, providing you with support and information about what families have told us makes choosing a service easier and efficient.

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## How can the Local Offer benefit you?

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As a service provider you can register your details and add a 'service card' explaining what you offer. This can be linked to your existing web pages and social media to promote your services to this targeted market. The information held on the Shropshire SEND Local Offer is



managed and maintained by you as a service. This means that you have full control over what content is presented and where the customers are directed to for further information. We expect that parent carers of young people and children with special educational or additional needs and disabilities, young people with special educational or additional needs and disabilities, and professional working with young people with special educational or additional needs and disabilities. We anticipate that other services will use the Local Offer as a tool to help support children, young people, and their families whom they come into contact with. Therefore this tool can be used to raise your profile within the wider SEND community.