



Derby's SEND Local Offer

This is our annual report for 2023/24. It explains what we have done over the past academic year to develop our Local Offer, and how we have responded to what children, young people, families, and professionals have told us.

www.derby.gov.uk/sendlocaloffer



Derby City Council

About the 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. Derby's SEND 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 Local Offer has two key purposes:

1. To provide clear, comprehensive, accessible, and up-to-date information about the available provision in Derby and how to access it, and
2. To make provision more responsive to local needs and aspirations by directly involving disabled children and young people and those with SEN and their parent carers, and service providers in its development and review.

In Derby, our Local Offer is made up of:

Website	Facebook Page
Information and resources about the services, processes, and pathways to support children and young people (and their families) with SEND	The Facebook page contains up-to-date information on activities and events that are available for children and young people with SEND.
Visit our website: www.derby.gov.uk/sendlocaloffer	Visit our Facebook page: www.facebook.com/DCCLocalOffer

Sitting alongside the Local Offer website is [our Service Directory](#). Organisations and providers request to be included within the directory and a search facility is available.

Local Offer Data

During 2023, in response to legal requirements, major changes were introduced by Google to the way all organisations measure website traffic. This had an 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.

There were 8,194 active users of the local offer website

The most visited page was about Home to School Travel (4,746) followed by information about EHC needs assessments (1,629)

Across all pages the average time spent was just under a minute.

Our Local Offer Facebook Page continues to be a vibrant community for events, services, and information for parents. We have over 2,100 followers to our page

On average we post 63 times each month – around twice a day

Our posts reach an average of 22,000 people each month

Our posts have been shared 911 times over the past 8 months

You said, we did...

In line with the SEND Code of Practice which states “Local authorities must publish comments about their Local Offer received from or on behalf of children with SEN or disabilities and their parents and young people with SEN or disabilities.”

We share comments received over the past 12 months, as well as our response to them on the [Local Offer website section 'You Said, We Did'](#). A summary of some of the changes we have made can be found below:

You said	We did
Our health pages needed updating	We worked with the Designated Clinical Officer to ensure that all services available were accurately reflected. We updated our content to make it more user friendly
More information on relationships for young people was needed	We worked with Transition2 to update information on relationships and sexual health
We needed clearer information the process when a child transitions from a special school to a mainstream setting	We created new content page and a leaflet aimed at parents to explain the process.
You wanted the language around autism and ADHD	We worked with our Local Offer User Group to agree

changing on our understanding your child's needs section

updated titles for all files on the page.

We continue to work with our Local Offer User Group to help to shape the Local Offer content, style, and developments. The User Group meets four times a year to discuss and approve new and revised content for the Local Offer webpages. This is in collaboration with parent carers, professionals, and other representatives from related organisations.

[Find out more details about what the user group has worked on over the past 12 months](#)

Users of the local offer are invited to give us their feedback via our **[online feedback forms](#)**.

Some of the things you have told us through this form:

Social groups for young people are what I'm looking for for our son

There is very little information in resources and services for adults 21+. I don't know if that's because there's little out there or it's just not on the site.

No help for parents struggling to seek diagnosis

Accessible activities for Deaf children and CODA Support for Deaf parents Support Deaf parents with EHCP instead of blocking every step

My 22 year old son might be interested but lots of things are for people up to 19

Lots of elements need improvements but not just on the local offer website but the actual offer as well. Staff are amazing but it's so hard to be able to access them

What we have achieved over the past 12 months

- We have embedded our Local Offer User Group – holding regular meetings with members about key themes emerging across the local area and through the feedback we have received on the local offer.
- We have grown our followers on Facebook – allowing us to reach more people across the City.
- We have refreshed all of the content on health sections to ensure that it is up to date, and consistent with the information in neighbouring local areas such as Derbyshire.
- We have updated all of our content about home to school travel and seen this reflected in an increase in page visits. We have promoted this heavily through our Local Offer Facebook page.

Our priorities for the next 12 months

What we want to achieve	How we will do it
We will better integrate our Local Offer with our Family Hubs offer to provide a one stop shop for advice and	We will explore a single platform for the local offer and family hubs

<p>services for all families and young people in Derby</p>	
<p>We will involve young people in the development of the Local Offer</p>	<p>We will work with our Voices in Action group.</p> <p>We will work with our local colleges to get students to create video content</p>
<p>We will update the information available for young people and review the services on offer for young adults</p>	<p>We will work with Transtion2 to integrate the provision mapping of services that their learners have undertaken as part of their Supported Internship funding.</p>
<p>We will raise awareness of the local offer and the services available to support children, young people, and their parents /carers</p>	<p>We will relaunch our Local Offer newsletter.</p>
<p>We will update our service directories to better reflect what is available locally</p>	<p>We will work with our software provider to improve the look, feel and navigation of the directories.</p> <p>We will audit all of the services and make sure that they are relevant to local families.</p>
<p>Increase the reach of the local offer with young people who are preparing for adulthood – currently our least viewed section</p>	<p>We will work more closely with our secondary schools and college providers to raise awareness of the information we have already on the website.</p>

	<p>We will attend relevant events in schools to make parents more aware.</p> <p>We will work with colleges to coproduce an engagement plan with young people.</p>
<p>We will provide more information about the graduated approach so that parents understand what they can expect from their child's school/setting</p>	<p>We will produce and publish a new Graduated Approach booklet setting out what is ordinarily available in our schools</p>
<p>Increase our engagement with parents and carers</p>	<p>Review our Local Offer User Group.</p> <p>Work with our new Derby SEND Voice Parent Carer Forum to shape further priorities.</p>

Local Offer Feedback

We are always looking for ways for you to tell us what you think of the Derby's SEND 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 – especially to those who have given their time to be part of our Local Offer User Group.

Get in touch!

Email us: local.offer@derby.gov.uk

Message us on Facebook: www.facebook.com/DCCLocalOffer

