

## **Lincolnshire's Local Offer Annual Report 2022**

Lincolnshire's Local Offer annual report 2022 provides an update of key developments on the Local Offer website since the previous annual report, including feedback from service users and how this has impacted on the information provided.

### **What is the purpose of the Local Offer?**

The Local Offer has two key purposes:

- To provide clear, comprehensive, accessible, and up to date information about the available provision in the local area and how to access it, and
- To make provision more responsive to local needs and aspirations by directly involving young people with special educational needs and their parents and carers, and service providers in its development and review.

The Local Offer is not simply a directory of existing services. Its success depends as much upon full engagement with the users as it does on the information it contains. Its aim is to meet the information needs of families living in Lincolnshire, as well as supporting professionals who may be directly working with families across the county. Every local area in England must have a Local Offer as per the Special Educational Needs and Disability (SEND) Code of Practice 2015.

### **Key features of the SEND Local Offer**

[Lincolnshire's Local Offer](#) brings together information for children and young people with special educational needs and disabilities and their families.

It has a wide range of information for families, including eligibility for childcare, where to start with special educational needs and disabilities, wellbeing advice, support with education, preparing for adulthood and upcoming events with the Lincolnshire Parent Carer Forum.

Alongside the Local Offer is the [Family Services Directory](#)

The Family Services Directory provides information about available services in your local area such as childcare, support groups, charities, education providers, Children's Centre activities and other leisure opportunities.

Lincolnshire's Local Offer and the Family Services Directory are both maintained and developed by Lincolnshire County Council.

### **Co-production**

Lincolnshire's Local Offer is co-produced with a range of stakeholders. There is an active working group that is made up of partners across education, health and care, alongside Lincolnshire Parent Carer Forum (LPCF) and Lincolnshire Young Voices (LYV).

## Feedback

When accessing the Local Offer, visitors can provide direct feedback and suggestions about how Lincolnshire's Local Offer can be improved via the 'Your Views and Feedback' page: [www.lincolnshire.gov.uk/views-feedback/said](http://www.lincolnshire.gov.uk/views-feedback/said)

Within this section, the 'You Said, We Did' provides information about all the feedback we have received, and the actions taken to address and improve Lincolnshire's Local Offer. Please follow the link above to access and see all the feedback and information relating to this.

For example,

- *'How to do I create a page? What is a record? How do I advertise with you?'*
- Some of the most frequent questions we receive are around how to use our system and how to advertise. We have created a support and guides page that currently holds a user-friendly guide with both task steps and screenshots.
- *'I want to tell parents that I work during the holidays, but I don't know where to put it.'*
- We have updated the amount of information areas you can fill in and have made sure you have to fill them in to continue.

## Specific Developments

- We restructured how the information on the Local Offer was laid out, so we moved information pages to more relevant sections.
- We show the most relevant links on the homepage bottom buttons, so if a survey is live or there is a specific theme to a time, there will be a link to more information.
- We have started to go through all records on the family services directory to check links work and that they are still active organisations. This is ongoing.

## Current Priorities

- Continue to work on the record audit on the directory (there are over 5000 records so ongoing). We are also looking at adding more to health and social care sections and splitting them out from wellbeing.
- Annual Plan for feature content is in development for 2023 to ensure front page information is up to date and relevant.
- The use of videos continues to be developed across Lincolnshire's Local Offer following feedback from parent or carers and young people that this is a popular way of accessing information.
- Support for children and young people with education has had significant updates and developments:
  - We now have a new EHC hub, where families, professionals and settings can collaborate on EHC needs assessments, plans and reviews.
  - The toolkit for SENDCo's has been updated, so now valuing SEND, high needs strategies and interventions has been put into one user friendly area.
  - Lincolnshire holds termly Graduated Approach Briefings that are aimed at SENDCos and other staff members of educational settings, who support the needs of children and young people with special educational needs and disabilities (SEND). The briefings focus on removing

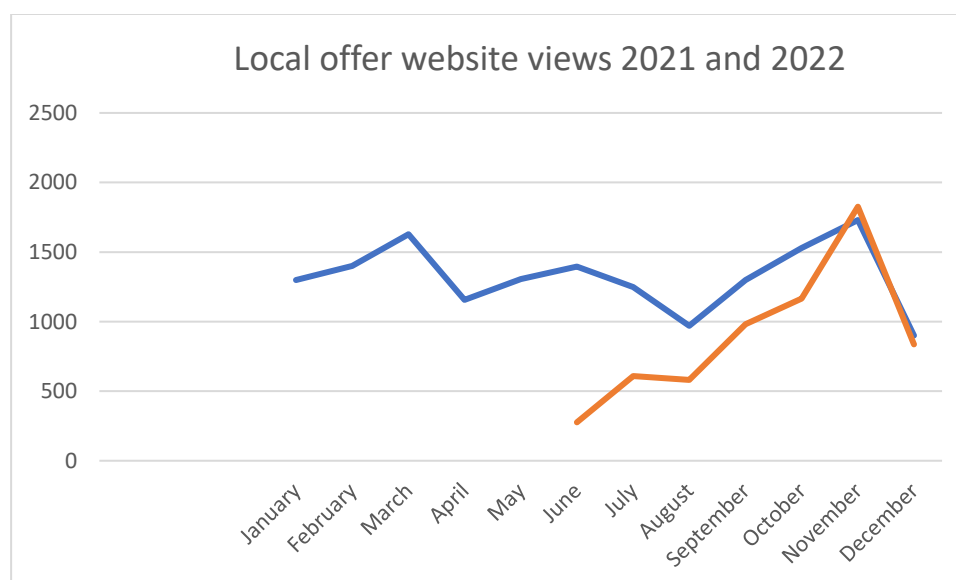
barriers to learning and implementing effective special educational provision by embedding a robust graduated approach across educational settings. Educational settings can access information about the briefings and also book a place on them through the Local Offer. In addition, information can be accessed regarding past briefings, including slides, recordings and presentations.

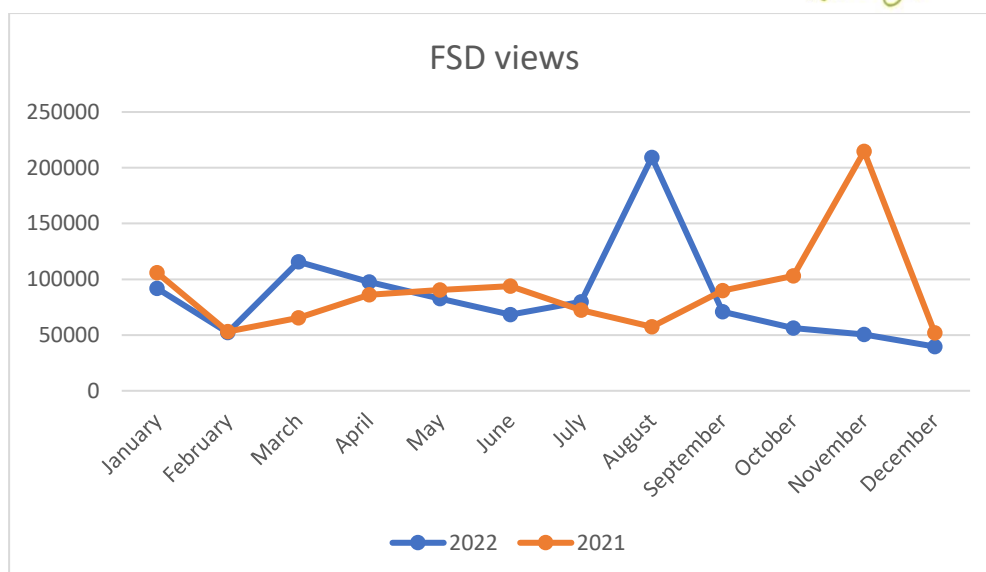
### Who has been looking at the Local Offer?

The graphs below show data relating to the use of the Local Offer page and Family services directory.

The first graph shows data for the previous year, for comparison; blue line is 2022 and orange line 2021. (This local offer platform only started in June 2021). The views for the early part of the year are high. The latter part of both years saw a similar amount of usage. Views per month are consistent, with lower amounts in August and December – tying in with holiday periods.

The second graph shows the number of hits the Family services directory (FSD) has had, this carries on being consistent over the years, with peaks at times when families start searching for childcare.





### Further developments to last year's outstanding actions

Would there be any way when there are lists of links to show which ones are for SEND services? This would save trawling through ones that are not appropriate?	There is a button on the directory records for settings to add Local Offer details, which show up on site	Resolved
There is a gap in information on adult care processes for families of young people preparing for adulthood.	Representation on Local Offer Working Group from SEND Employment Led to ensure gaps in information relating to preparation for adulthood are addressed.	In development
Wellbeing button is being used as the title for services such as short breaks. Wellbeing suggests mental health and self-care opposed to those services that are listed following this- I am not sure a parent would look there for the services listed, I couldn't find them so kept clicking on the different buttons.	Information in each section has been reviewed and changes made. This is an ongoing process	Resolved
It would be useful to have more video content which explains very clearly what the Local Offer is and how young people can use it.	Lincs Young Voices are developing more video clips discussing what to expect at various stages of statutory process.	Still in development
Early Years and Childcare Support for providers information is there but does not give you guidance on how you would access this support.	Review of information in each section and associated links ongoing.	Ongoing