

**Suggested format for constructing TABS/PAGES on LOCAL OFFER website**

<p><b><u>Title/TAB/Page</u></b></p>
<p><b><u>General Information</u></b></p> <p>Eg. What the service delivers, any eligibility criteria, location etc. etc.</p>
<p><b><u>Key Contacts</u></b></p>
<p><b><u>Related websites</u></b></p>
<p><b><u>FAQ</u></b></p>

## SE7 LOCAL OFFER FRAMEWORK AND GUIDANCE

People and services commissioned by the local authority to support children and young people with special educational needs (other than educational settings) should complete the following questions. If the service provides direct teaching to children and young people with special educational needs it should use the questions above for educational settings.

### Service specific questions:

#### 1. What does your service do?

*What is the key purpose of your service and how does it contribute to better outcomes for children and young people with special educational needs and disabilities and their families? What are the typical activities that you do?*

*Do you have any limitations on the amount of time your service will support a child or young person? Do you provide any on-going support?*

#### 2. Where is it located and what areas does it cover?

*Where are your main locations and do you work across the whole local authority area? Are there any differences in your offer in different parts of the local authority area?*

#### 3. Who does your service provide for?

*What types of need and age ranges do you cover? What are the eligibility criteria to use your service? Are there any types of disabilities that you do not provide for?*

#### 4. How can I start using the service?

*I can make direct contact myself or would there need to be a referral from someone else and if so, who? Do you charge for the service and if so, what are the costs? Can I use my personal budget to pay for the service or to add to the service? Are there any waiting lists and if so, how long are they?*

#### 5. How are decisions made about who can use your service?

*How are these decisions made and who makes them? How will I know the reasons behind their decisions? How will you help me understand them?*

#### 6. How do you communicate with service users and how are they involved in decision making/planning?

*What are your usual methods of seeking the views of service users? Do you use any specialist communication system e.g. signing? What leaflets and information do you have? How does the service communicate with parent carers whose first language is not English? How will I know how well my child or young person is doing? Do you offer any parent training or learning events?*

#### 7. Is your service fully accessible?

*Is the building fully wheelchair accessible? Have there been improvements in the auditory and visual environment? Are there disabled changing and toilet facilities? Do you have a changing places facility? What support is there for a child with additional needs in general areas e.g. waiting rooms? How will my child or young person be able to access all of the activities of the service and how will you assist him or her to do so?*

#### 8. What training are the staff supporting children and young people with SEND had or are having?

*This should include recent and future planned training and disability awareness. Are there any specialist staff? Do any other services work closely with yours?*

**9. Who can I contact for further information?** *Who would be my first point of contact if I want to discuss something about my child/young person? Who else has a role in my child's/young person support? Who can I talk to if I am worried? Who should I contact if I am considering whether child/young person would benefit from the service?*