

SEND local offer frequently asked questions (FAQs)

What is the local offer?

Our local offer is a way of providing information about all the services available in Surrey for children and young people with special educational needs and disabilities (SEND). It will also enable families to see more clearly which services are available in their area and how to access them. More importantly, it will provide a way for families and young people to engage more easily with services that can benefit them. The offer will include provision from birth to 25 across education, health and social care and is being developed with children and young people, parents and carers, and local services, including schools, colleges, health and social care agencies.

The local offer is being put together by Surrey County Council in partnership with young people and their families, and agencies and organisations that support them. This is known as co-production.

The local offer will be published on a dedicated website from September 2014, but it may take some time to build it up to its full potential. In the meantime, information, updates and an opportunity to give us your views can be found at:

www.surreycc.gov.uk/sendlocaloffer.

What will be developed and when?

Below are some of the things we are planning to develop over the first year of the local offer. Not all will be available initially, but we are keen to have your feedback on the development of the website.

- Launch September 2014.
- Users have the ability to review and provide feedback on services.
- Users can recommend and suggest services they are already using.
- Users can create pinboards:
 - Anybody using the site will be able to pin services to a virtual pinboard. This will be a way of favouriting services that they find useful.
 - Professionals can collect together suggestions of services that may be helpful to families and young people and share the pinboards with them.



- Anybody using the site will be able to search through other people's pinboards so that they can benefit from seeing collections of services others have found useful.
- Users will be able to search services close to their location.
- Data will be collected to inform the council and partners of the demand for certain services or any changes that have been suggested, so services can continue to develop and improve.

When will the website be published?

The website is due to be launched on **1 September 2014** and will be found using www.surreysendlo.co.uk. You will also be able to search for it in Google.

Who has been involved in developing the website?

The website has been co-produced with a wide range of professionals, families, and young people. We are always seeking feedback to develop the local offer further, so please [give us your ideas here](#).

Will the local offer be developed further?

Yes, the local offer is something that is intended to be constantly responding to families and young people's needs, so we are already looking at a range of improvements based on initial feedback.

How do I ensure my school/service is part of the local offer?

All schools are already part of the website and we also have details of over 8000 other services that form the local offer. Details about how to add further services will be coming soon.

Will the local offer just be a directory of services?

No, the aim of the local offer is to be more interactive and dynamic than a simple directory. It should:

- link pieces of information together so the user does not have to have any prior knowledge or know what they are looking for
- make suggestions based on what other users have found useful
- allow users to search for services and filter out information that is not useful
- demonstrate that the local offer is constantly evolving in conjunction with feedback from families and young people.





Will the information just be available through the website?

No, the local offer information will also be available in other forms. We will support users to access the information in whichever way they prefer, whether this is by telephone support, training sessions or face-to-face.

How can I give my feedback about the local offer?

Prior to the website launch, feedback can be provided by [filling in our short survey](#) or emailing: localoffer@surreycc.gov.uk

Once the website is launched, details will be given on how you can provide further feedback, which will be part of the ongoing development.

