



# DERBYSHIRE LOCAL OFFER ANNUAL REPORT 2023-2024





## INTRODUCTION

[The special educational needs and disabilities \(SEND\) code of practice](#) requires local authorities to publish a summary of comments at least annually on their website.

In Derbyshire we do this on our [You Said We Did page](#). In addition, the Local Offer annual report is produced for all visitors to the site. This is the 5<sup>th</sup> annual report, [previous reports can be found on the about us page](#), and provides information on:

1. Development of the website through co-production, feedback and working with families
2. The plans for the year ahead 2024-2025

This annual report also provides the SEND Board with assurance as to how the website is developing and being maintained. We know the website is compliant with the Code of Practice and standards have been maintained as a minimum we will continue to work to hard to make the website a useful tool for all who use it. The Local Offer website is a key part of the local area offer in Derbyshire.

The purpose of the Local Offer website is to:

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

If you wish to provide feedback on this report or any information detailed, please email us [local.offer@derbyshire.gov.uk](mailto:local.offer@derbyshire.gov.uk)

The Local Offer Steering Group meets quarterly bringing partners from across the local area together to develop and provide constructive challenge about content and presentation of information. [Minutes from the group and the aims and terms of reference are available on the website.](#)

If you would like to take part in shaping the website or wish to raise a query with the Local Offer Steering Group, please email: [local.offer@derbyshire.gov.uk](mailto:local.offer@derbyshire.gov.uk). We welcome feedback from visitors of the website, which is easily accessible by selecting the 'feedback' at the top right-hand corner of the website.

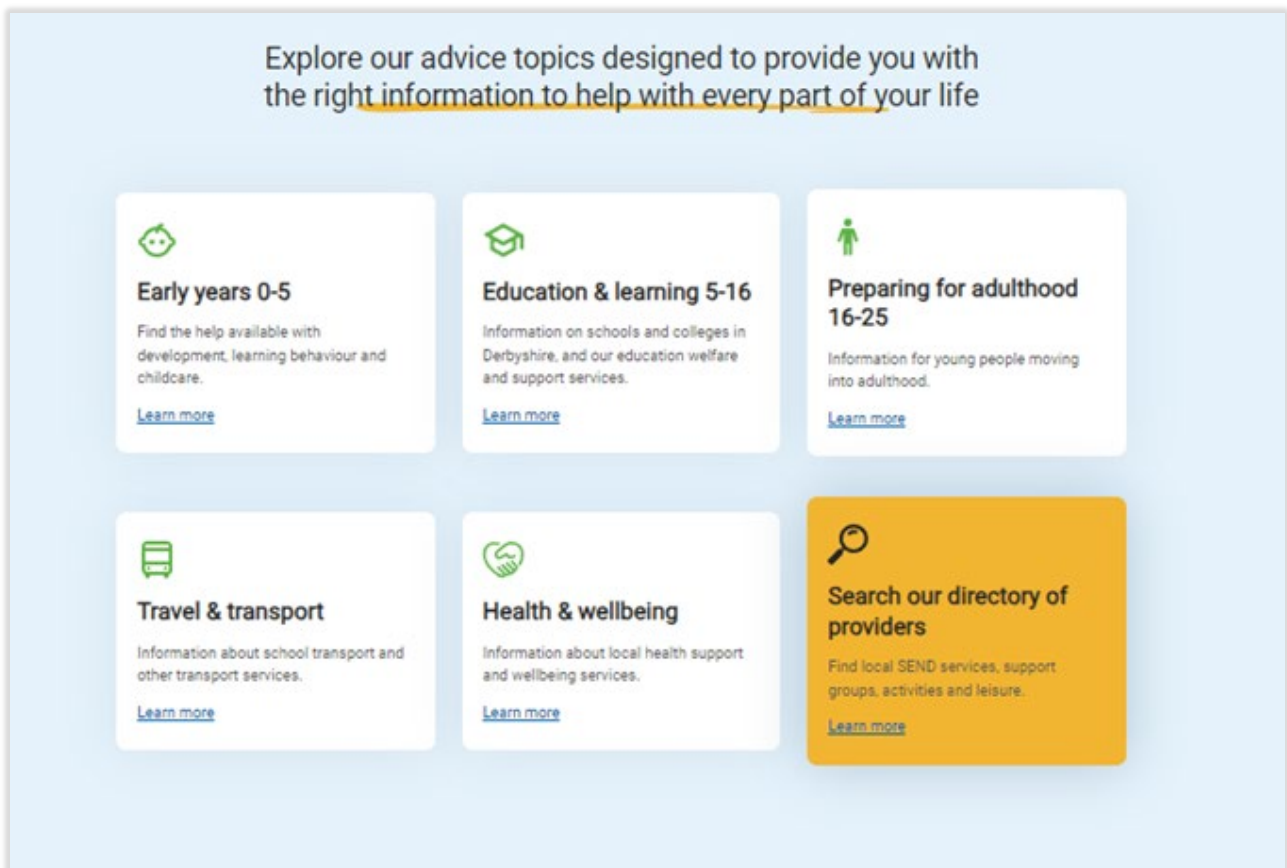


## FURTHER DEVELOPMENT OF THE WEBSITE.

The re-designed website, launched in June 2022 is a big improvement on the previous website. Further developments were launched during summer 2023, with the introduction of additional tiles and a 'hover' function which changes the colour of the tile selected, aiding clearer navigation of the website. Also introduced was the ability to embed videos, ready for the next phase of development coming in 2024-25.

However, feedback received told us that we needed to adjust the website a little more, so we re-arranged the home page tile order to try and make information easier to find and included a tile to link to a list of provider searches to enhance the user experience as feedback said they were too spread across the website.

Please see the following example of the tile changing colour as users hover over it:






Now all the different provider searches are summarised on one clear webpage as well as on the individual topic pages, providing more opportunity to find the support and guidance in the local area. The design of the search icons has been selected by the “Friends of the Local Offer”.

[Search Providers](#)

A collection of searches have been included on this page. Use these searches to find information about Care and Support Services, Childcare, Community Support Services and Things To Do. Information includes a description of the service, age suitability, location, costs, contact details, and website links.


The Derbyshire Local Offer publish details of providers within the searches, however, these have not been assessed by Derbyshire County Council. We recommend you contact the provider directly to check that the provider meets your specific needs, and to ensure all facilities required are available.



### CARE & SUPPORT SERVICES

Organisations and support groups, autism support, health and wellbeing, support for siblings, parents and carers.


Explore services



### CHILDCARE

Childcare providers, free childcare places, school pickups & drop-offs, out of school & holiday care, parent & toddler groups.


Explore services



### COMMUNITY UPDATES

Activities, family support & parenting, money & benefits, housing, health & wellbeing, & employment.

Explore services



### THINGS TO DO

Accessible toilets & changing places, days out & activities, events, music, sensory centres, sports & fitness, leisure centres.

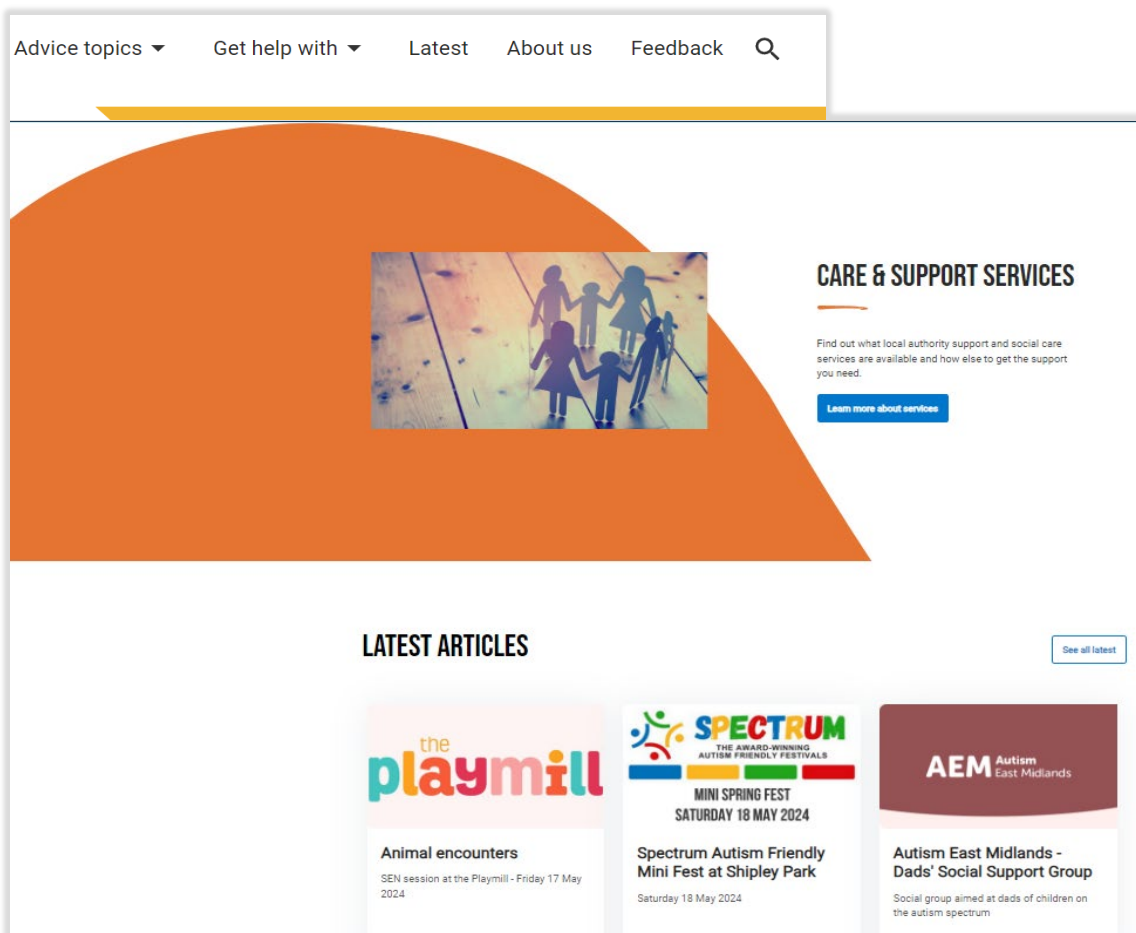
Explore services

Search the Alternative Provision Directory >

#### Information On Other Websites

🔗
[Derbyshire County Council](#)

🔗
[Derbyshire Information, Advice and Support Service for SEND \(DIASS\)](#)



An annual review of all existing providers was undertaken to ensure they were still available and relevant. All requests to be added by providers are triaged and added, if approved by the Steering Group, to the appropriate directory.

All webpage content is reviewed 6-monthly and the content in certain sections such as Health and Wellbeing, Inclusion Support Services, and Preparing for Adulthood has been overhauled and expanded.

## DERBYSHIRE PARENT CARER VOICE

To showcase the new website, the Children’s Services web team attended 3 Derbyshire Parent Carer Voice meet and eat sessions and did a presentation of the website and answered questions from attendees. We received a lot of feedback from attendees, some of which was implemented straight away

‘Please could you include Adoption UK and Fostering UK on your website?’

‘Could you introduce videos to the website?’

‘Some of the items advertised on the Derbyshire Local Offer Latest could be included in the Things to Do directory as well’



Other feedback we have directed to relevant Schools and Learning Leads asking for information to be developed to be added to the website.

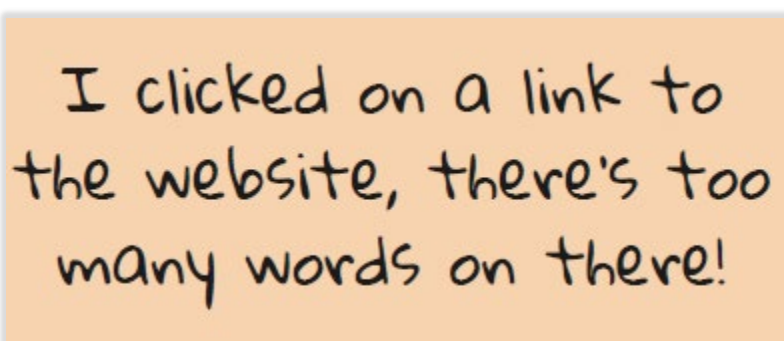
‘I would like you to introduce pathways for different needs so that it is clear which support is available and what should be provided and at what point.’

‘Please could you add information to the website about Autism and ADHD.’

All the above feedback has been actioned and responded to directly, or by the ‘you said we did’ published responses.

## **FRIENDS OF THE LOCAL OFFER**

Our friends of the local offer group of young people with SEN continue to provide feedback on the progression of the website design.



All feedback we receive on the website can be found in our [You Said We Did](#) section of the website. We cannot address all the feedback and comments we receive due to technical constraints or the way our information is presented, but we do our best to accommodate and inform all users what we can and equally cannot do.

The webpages include many links to useful information on other websites. Where information exists on Derbyshire website, we have added links to those pages, for example much of the Preparing for Adulthood information relates to Adult Care and rather than repeating the information on Local Offer, we link to the content on Derbyshire website ensuring it is current and not out of date.

The content on the Local Offer website has been reviewed alongside the SEND Code of Practice and other legislation to ensure compliance, and a matrix has been created to check existing content against the Code and highlight any gaps. Work continues to find gaps and address them.



## WHAT OUR WEBSITE HITS TELL US :

We had 236,322 page views by over 45,000 users 1 April 2023 to 31 March 2024!

What have been the most visited pages 1 April 2023 to 31 March 2024?

1. Apply for an Assessment, EHC plan.
2. Education and learning
3. Early Years SEN
4. SEND Service contact details
5. Apply for an assessment inclusion panel
6. Latest updates events
7. Early Years SEN inclusion fund
8. Autism Outreach
9. Derbyshire school information special schools
10. Derbyshire area sensory processing needs

How has the website been found?

57% used Google, Yahoo or Bing

35% just entered 'Derbyshire Local Offer' straight into the search bar

2% found the Local Offer through social media

6% used a link from another website

We are also constantly working on making the information and documents on the website accessible. Web accessibility means that websites, tools, and technologies are designed and developed so that people with disabilities can use them. Over the last 12 months we have been working hard to improve our web accessibility rating which now stands at 99%.

However, we will continually review the way our information is written to make it as accessible and as easily understood as possible.

## WHAT DO THE NEXT 12 MONTHS HAVE IN STORE?

Whilst we are confident that the Local Offer website is compliant with the [SEND Code of Practice](#) and meets all legal requirements, we are not complacent and want to be ambitious and aspirational with the site.

Going forward, we are still looking at developing a range of clear pathways and videos, which are a direct result of engagement with parent and carers about the future development of the website, to engage with users of the site in a more friendly and clearer way, avoiding professional language and over-complication of how to navigate SEND in Derbyshire. This will include scenarios and descriptive content more easily understandable for families. This will be presented to parents and carers and young people to help guide and shape this approach.

The website content will be continually reviewed and updated as required with a cyclical review of content now in place.

Metadata (which is data that provides information about other data) will be regularly reviewed to improve the search and signposting. Google analytics is being employed to investigate Search terms used, and these will be added to metadata if appropriate.

We will continue to work with our young people and families to create a website that is useful and useable.