

# **SEND Local Offer Service & Service Leads Service Level Agreement (SLA)**

## **Mechanism, Responsibilities & Timeline for the SEND Local Offer**

## Service Level Agreement

### 1. SEND Local Offer Service Background and statutory compliance

- 1.1 The Children and Families Act (2014) placed a new requirement on all Local Authorities to publish a Special Educational Needs & Disabilities (SEND) Local Offer. The Local Offer must provide information on services across Education, Health and Social Care for children and young people who are aged 0 - 25 years of age and have special educational needs and/or disabilities (SEND). The Local Offer includes local provision and provision outside of the area that is likely to be used; including regional and national specialist provision.
- 1.2 Relevant Legislation, Regulations & Statutory Guidance: Primary Sections: 27, 28, 30, 32, 41, 49, and 51-57 of the Children and Families Act 2014, Equality Act 2010, Regulations: The Special Educational Needs and Disability Regulations 2014 (Part 4) Statutory Guidance: SEND code of practice: 0 to 25 years
- 1.3 The Special Educational Needs and Disability Code of Practice: 0 to 25 years provides statutory guidance for provisions and services who work with and support children and young people with special educational needs and disabilities.
- 1.4 Provisions have a statutory duty to provide the Local Authorities Local Offer, direct website links to their school/college Local Offer SEND Information Reports.
- 1.5 Local authorities and their partner bodies and agencies must co-operate with each other in the development and review of the Local Offer. This is essential so that the Local Offer provides a comprehensive, transparent and accessible picture of the range of services available

### 2. Services and provisions published on the Local Offer

- 2.1 Within the Bradford District we have worked closely with parents, carers, children and young people with special educational needs & disabilities (SEND) 0-25yrs and other key stakeholders to co-produce Bradford's Local Offer. We have shared with our key stakeholders the feedback that has been received and these discussions have helped to develop Bradford's Local Offer.

2.2 Information about services and provisions on Bradford's Local Offer is based on whether Bradford Metropolitan District Council currently places a child or young person at your school/college or setting and all services within the council and NHS including commissioned, who provide services for children and young people with SEND 0-25 and their parent/carers are included within Bradford's Local Offer. In addition as requested by parent/carers children and young people with SEND, Bradford's Local Offer considers requests from voluntary, charitable and not for profit/social enterprise organisations, whose services immediately benefit children and young people with SEND and their parent/carers within Bradford and the neighbouring areas. Services/provisions not meeting these criteria will not be included within Bradford's Local Offer.

### 3. Local Offer Purpose

3.1 The purpose of the Local Offer is to provide;

- Clear, comprehensive and accessible information about the available services and how families can access it.
- The aim is to make provision more responsive to local needs and aspirations by directly involving disabled children and young people and those with Special Educational Needs, their parents/carers and service providers in its development and review.

3.2 Bradford's SEND Local Offer Service main resource is its website [localoffer.bradford.gov.uk](http://localoffer.bradford.gov.uk) Inc. alternative formats to the website which include:

- The co-produced SEND Local Offer pocket information booklet
- LO email [LocalOffer@bradford.gov.uk](mailto:LocalOffer@bradford.gov.uk)
- LO e-newsletter [email subscription](#)
- LO telephone helpline 01274 439261/437503
- LO social media-Facebook and Twitter. Coming soon- Instagram and YouTube Channel
- LO representative at SEND events for families
- LO focus group meetings and workshops with key stakeholders

3.3 The Local Offer Service makes it easier for families to:

- Find information
- Provides clarity for families about the services that are available
- Gives key stakeholders (children & young people with SEND 0-25yrs and their parent/carers & service providers) the opportunity to leave compliments, comments or concerns about the local offer and services published on the local offer, via various routes Inc. LO PC focus review and development groups, CYP LO focus review and Development workshops, CYP workshops in provisions, online Local Offer surveys, LO email, LO telephone and at SEND events, meetings, drop in etc. the LO service attends. Feedback gained is particularly about:
  - 1) The content of the Local Offer
  - 2) The accessibility of information in the Local Offer
  - 3) How the Local offer has been developed or reviewed
  - 4) the quality of existing provision and any gaps in the provision

3.4 The Local Authority must seek and annually publish comments that are received about the Local Offer and its services along with their response to those comments. Feedback must be sought on the content, accessibility, the development, review of the Local Offer and quality of existing provision Inc. any gaps in provision.

3.5 The Bradford's Local Offer has been co-produced, reviewed and developed by children, young people, with SEND 0-25yrs, their parents/carers living in the Bradford district and SEND Services. It is more than a just a directory of services. It brings everything together in one place.

#### **4. Local Offer Website information**

- What is SEND and About the Local Offer
- Education Health Care Assessments and Plans
- Health

- Education
- Social Care
- Information and Advice
- Things to do
- Getting Around
- Preparing for Adulthood-Developing Independence, Employment and Training
- Children and Young People-The Crew
- Co-production and Feedback
- What's new and news
- Stay in touch

**5. The LO Service Level Agreement (SLA)** between the Local Offer Service and the Services and Provisions published within Bradford's Local Offer.

5.1 The SLA was agreed with SEND Leads and Commissioners in 2015 at The SEND & Behaviour Strategic Partnership Board (originally SEND working Group) The LO Service Level Agreement (Timeline and mechanisms) is in place for managing service content updates, reviews, requesting new services to be added to the LO website, and gaining responses from service leads/commissioners, about key stakeholder feedback gained via the SEND Local Offer Service.

5.2 Service Leads/Managers/Commissioners will be responsible to ensure their service provides; content information reviews, updates, request new services to be published and that service feedback from key stakeholders is responded to within the timescales given within this SLA. **If Service Leads/Managers/Commissioners delegate this (or part of this) task to team members within their service, they must ensure the LO is informed who will be the content manager for their services/provisions and be aware that they are still remain responsible to ensure this takes place.**

5.3 Existing Service Leads/Managers/Commissioners responsible and their content managers, will receive notification via email and be provided with secure LO website login details Inc. instructions about how to provide **6 monthly** updates, reviews and how to request new services to be published directly on the LO website. In addition will receive automated notification emails generated through the website, when this has not taken place within the agreed SLA timescale.

Services/Provisions can update and request to add a new service to be published on the website using their own secure login details at anytime.

- 5.4 Service Leads/Managers/Commissioners responsible, will be provided with service feedback received from children, young people with SEND birth to 25 years, their parent/carers and service providers about their service/s **every 6 months** via an email from the Local Offer Service (within the set SLA timescales) in order for services to provide a response, Inc. action/ intended actions/outcome. Service Leads/Managers/Commissioners responsible need to cascade to their relevant services/teams and ensure they send the responses to the LO Service via email as required by the deadline. The responses will be published in the statutory SEND Local Offer Annual Report.
- 5.5 Service Leads/Managers/Commissioners responsible, will be notified by email and provided with their own services LO website content pages and will be required to; request new services to be added which are not yet published, update, review content published about their existing services/provisions, **every 6 months** within the timescale deadlines. If this task is delegated leads must ensure the LO service has the correct email details of the content manager. Content managers will then in addition be notified by email and provided with this information. This will ensure children and young people and their families have current up to date service information and the own service areas are compliance with the SEND CoP.
- 5.6 The LO Offer Service will only send email notifications to any individual service page owners -who's page has been flagged up as out of date or ones which need amendments. **It is the responsibility of service leads to ensure their own service content pages on the Local Offer are up to date and new services to be published are requested. Services can securely log on to their services pages on the LO website, at anytime to do this.**
- 5.7 In light of restructures to Children's Services and changes within partner services including the voluntary and community sector, it is very important to review, update your services content for accuracies and request new services to be published..
- 5.8 If new and identified service content is to be added to the LO website this can be requested by; Existing users- login and use the "add new service". New users can request to publish new information, service or activity by clicking on the "Provider Sign Up" tab on the main page.



5.9 Developments will be made to the content of the Local Offer using key stakeholder feedback on an on-going basis in co-production with parents/carers; children and young people with SEND 0-25yrs and service providers in the Bradford District.

5.10 The LO Service will in addition (capacity dependant) will research organisations that would be beneficial and relevant (in line with the SEND CoP) to be included on the LO.

## 6. Marketing and Advertising the LO Service

6.1 Local authorities and their partner bodies and agencies must co-operate with each other in the development and review of the Local Offer. This is essential so that the Local Offer provides a comprehensive, transparent and accessible picture of the range of services available

6.2 It is the responsibility of the Service Leads/Managers/Commissioners responsible to ensure their service teams are aware of the LO, what it is, who it's for and promote to families they work with.

6.3 Service Leads/Managers/Commissioners responsible must ensure the LO is promoted within their own service websites; displaying the LO Logo, brief information about what it is and a link direct to the LO website.

6.4 The LO Service has provided all council and NHS services and provisions published on the LO and some of our community voluntary services with LO booklets, leaflets and flyers to promote to families they work with, more copies of the LO pocket booklets can be ordered by requesting extra copies from the LO telephone helpline 01274 439261 or via email [LocalOffer@bradford.gov.uk](mailto:LocalOffer@bradford.gov.uk). Details of the full distribution can be found within the Local Offer Annual Reports.

6.5 The LO Service has marketing and advertising strategies in place to promote the LO to families within the Bradford District. Details can be found within the LO Annual Report including data.

## 7. Other Important notes

7.1 Local Offer information/concerns/issues about this agreement can be flagged in the SEND & Behaviour Strategic Partnership Board to [rahila.nazir@bradford.gov.uk](mailto:rahila.nazir@bradford.gov.uk) request as an agenda item.

7.2 If Service Leads/Managers/Commissioners responsible and content managers are no longer leading/managing their service area and its content, please inform the LO ASAP via email, then the SLA agreement can be amended accordingly.

7.3 If you are not the Service Lead/Manager/Commissioner responsible for the content please inform the LO ASAP via email, with the name of the person (if know) you believe is responsible.

## 8. Timeline and deadlines

Action and by whom	Timeline and Deadlines (6 monthly on updates and responses)
<b>Local Offer Service</b> will provide Service Leads/Managers/Commissioners responsible and content managers (if there is one) with feedback gained from children & young people 0-25yrs with SEND and parent/carers about their services. This information will be circulated by the LO Service via email sent to Service Leads/Managers/Commissioners responsible and content managers (if there is one) requesting a response/s to be provided, by email the response to the LO Service email provided.	23 <sup>rd</sup> April 2019 23 <sup>rd</sup> Sept 2019
<b>Service Leads/Managers/Commissioners responsible and content managers (if there is one) deadline for response/s required about their service/s.</b>	17 <sup>th</sup> May 2019 15 <sup>th</sup> Nov 2019
<b>Local Offer Service</b> will distribute notification emails to Service Leads/Managers/Commissioners responsible and content managers( if there is one), requesting services to securely logon to the LO website to review/update their own service area content and provide a review/update to their content published ( <b>every 6 months</b> ) Inc. requesting new service to be published.	7 <sup>th</sup> June 2019 6 <sup>th</sup> Dec 2019
<b>Service Leads/Managers/Commissioners responsible and content managers (if there is one), deadline for services content review/updates and requests for new services. To be completed by securely logging in to their own service pages on the LO website.</b>	5 <sup>th</sup> July 2019 6 <sup>th</sup> Jan 2020
<b>Local Offer Service</b> will ensure that all services have reviewed/updated their own content on the website and services who have not will receive an automated notification from the LO website by email. In addition the LO Service will deal with any new service requests to be published on the Local Offer.	5 <sup>th</sup> Aug 2019 5 <sup>th</sup> Feb 2020
<b>Local Offer Service</b> will produce a final draft of the SEND Local Offer Annual report	7 <sup>th</sup> June 2019
Annual Report Approval from <b>Director Childrens Services</b> and <b>Director of Education &amp; Learning</b>	14 <sup>th</sup> June 2019
Annual Report Approval from <b>Health &amp; Well Being Board</b>	5 <sup>th</sup> July 2019
<b>Local Offer Service</b> Publication of SEND Local Offer annual report	23 <sup>rd</sup> July 2019

**8.1** Service Leads/Managers/Commissioners responsible and content managers (if there is one) please tick here   
As a signature to confirm, you have read, understand, agree and will adhere to the information within this Service Level Agreement.

**8.2** If you would like your service content information removing from the published Local Offer please securely login to the website to access your information published and request this using the “remove information” tab.



*Thank you for working together, to provide services all in one place on the evolving, accessible and co-produced Local Offer, Inc. its alternative formats to the website, for children and young people 0-25yrs with SEND and their parent carers to access information, support and advice about a range of services, provisions and activities.*