



# How to use Derby's SEND Local Offer

Guide accurate from: February 2018

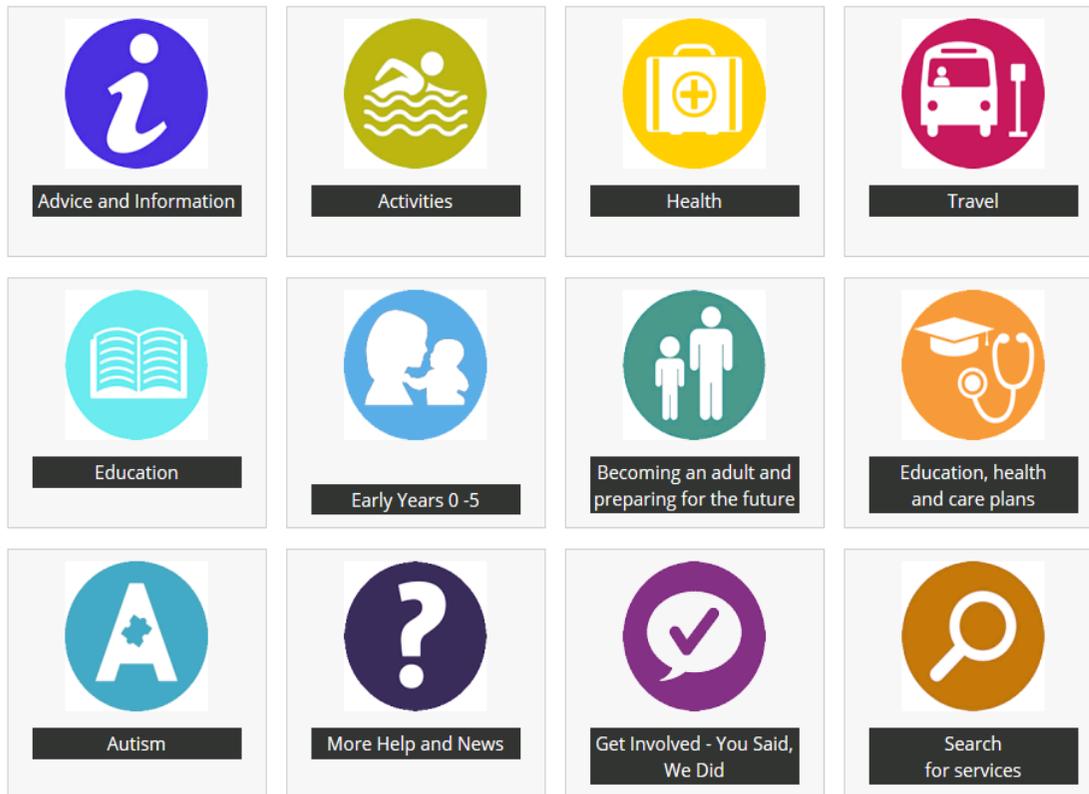




## The Home Page

### Can't find what your looking for?

To contact the Local Offer team please call 01332 640758 or email [local.offer@derby.gov.uk](mailto:local.offer@derby.gov.uk). Don't forget to [like/follow us on Facebook](#) too.



### What is this?

The home page has 12 coloured icons which all take you to individual topic pages.

Once you have clicked on a page you will see:

- A contents list – letting you what you can read about on the topic
- A directory - where you can search for services relating to the topic
- Downloads – extra information guides and documents
- Useful Links – other websites that are relevant to the page you are on
- Contact details – you will always find our contact details on the bottom of every page so that if you can't find something you can call us.



## Standard Layout of an information page that includes a directory

Not all our pages have directories on, but those that do look like this.

**Related Actions**

**In this section:**

- SEND Advice and Information Directory
- Local Offer feedback form

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**Special Educational Needs and Disabilities - Local Offer**

**In this section:**

- Advice and Information
- EHC assessments and plans
- Travel
- Activities
- Education
- Becoming an adult and preparing for the future
- SEND Local Offer Disclaimer
- More Help and News
- Health
- Autism
- Get Involved: You Said, We Did
- Early Years 0 -5

### Advice and Information



**Contents**

- [Introduction](#)
- [Where can I go for Information, Advice and Support](#)
- [Understanding needs and getting early help](#)
- [Learning difficulties](#)

This page is about how to get advice and support for Special Educational Needs and Disabilities. You can search the advice and information directory below to find out the services in Derby where families can receive support and guidance. If you know of a service, but can not find them, we need to know.

Please [complete the Local Offer Request form](#) that we can get more services added to the directory.

**Search our Advice and Information Directory**

### Where can I go for Information, Advice and Support?

[Derby SEND Information Advice and Support Service](#) provides free, legally based impartial, confidential and accessible information, advice and support for children, young people and parents/carers covering Special Educational Needs (SEN), Disabilities, Health and Social Care.

[Umbrella Independent Support Service](#) may be able to help you with the new system.

Contents can be found at the top of each page.

**Top Tip:** click on a contents title and it will take you to that section on the page.

Orange boxes will always take you to the directory where you can search for results about the page you are on. In this case it would be about those services relating to advice and information.

All information pages have plenty of information on that we hope you find useful.

**Top tip:** There is a lot of information on these pages so make sure you make use of the contents at the top of the page.

This list of sections will always show on the left. It lists all other pages on the Local Offer



## Using the Directories

**Advice and Information Search**

Information on services providing:

Choose one option to find services of that kind. If you choose two or more options the results will be restricted to show only services that offer all the options you have chosen.

- Advice for disabled children
- Advocacy
- Assessment of disability
- Counselling
- Deafness
- Employment
- Equipment for disabled children
- Housing
- Learning disabilities
- Medical Condition
- Mobility
- Money
- Multi Sensory Impairment
- Occupational therapy
- Parent Forums
- Physical disability
- Physiotherapy
- Respite care
- Support Groups
- Visual Impairment

**Advice and Information Search**

Once the orange directory button has been clicked, you will have a choice of options to select.

Pick the topic you are looking for a service in and click search for a list of results.

The next page will show you what happens when you click 'search'.

Don't forget to click search to list your results



## Looking at your search results

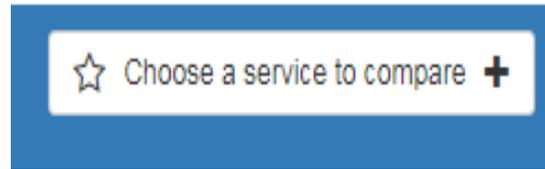
When you have a list of results here are some buttons you may want to use.

Your Results:

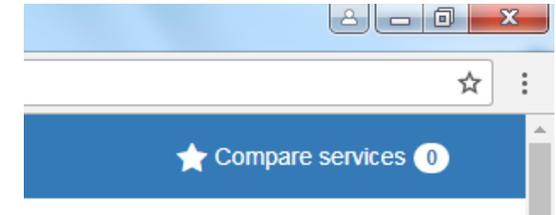
Page: 1 2 3 ... 8 » [74 Results]



Your search results will be listed and there will be a total number of results shown at the top of the page.



If you want to read more about a service later you can add as many as you like to your own list using this button.



This is where you will find your list of chosen searches that you selected to look into more.



Search  
for services

#### Other ways to search for services:

You can also search for services using the free text search. For example: 'swimming', 'support', 'youth club' or 'cinema' etc. At the moment this only searches for services rather than key bots of information that may be on the site.



Get Involved - You Said,  
We Did

#### A place to give your feedback:

If you click on this icon it will take you to a page with two feedback forms on. One form is for young people and one for parents/carers.



More Help and News

#### A place to get the latest news quickly:

This icon on the front page lists any top news we think you might like to know. It should be the place you go to, to find out any news, reminders and for some general help. There are some easy read guides and contact details for the teams you might need the most.



### Get Involved: You Said, We Did

We want to know what you think of our Local Offer so it works better for you.

#### How to give us your Feedback?

You can use the one of our feedback forms below. When giving us your feedback you may want to think about:

- Is our Local Offer easy to use?
- Can you find the information you need?
- Was there a service you were looking for but could not find it?
- Do you know of any services or providers that are not listed that you think should be listed?



[Young Peoples Quick and Easy Feedback Form »](#)

[Parent/Carer and Professional Feedback »](#)