

# **Sheffield Local Offer Annual Report**

## **1 September 2024 - 31 August 2025**

### **Introduction**

Welcome to Sheffield City Council Local Offer Report 2024-25. This report will provide an update on what we have achieved between September 2024 and August 2025, feedback we have received, our response to this feedback and our plans for the future.

The key purpose of the Local Offer is to:

- Provide clear, comprehensive, accessible and up-to-date information about the available provision and how to access it, and
- Make provision more responsive to local needs and aspirations by directly involving disabled children and those with SEN and their parents, and disabled young people and those with SEN, and service providers in its development and review

The development, maintenance and updating of the site is managed by the Local Authority.

The Local Offer Website is part of the council's 'Sheffield Directory' which also provides information on Sheffield's care, health and education services, events and activities in one place.

### **Structure and Usability**

A Sheffield Directory Working Group was established in January 2023. Its aim is to support the continual improvement of the Sheffield Directory website and promote it to the residents of Sheffield. This group includes colleagues to represent the different areas of the Sheffield Directory which are:

- Adults
- Children and Families
- Local Offer (0-25 SEND)

To make sure the site was user friendly and easily accessible, we have worked on:

- Search-ability in the website and on internet search engines
- Reviewing existing listings to check they are up to date
- Continuing to publish information on advice pages with a reduced reading age
- Implementing an events diary
- A site refresh for 2025
- Developing a widget for other websites to use to embed the listings search function
- Improving the look of creating a PDF booklet from the site pages

## **Content**

A Local Offer content diary is used to flag when advice pages are due for review. There are currently 150+ advice pages that are on a 2-year review cycle. A message is on the Local Offer homepage with the Local Offer e-mail address for site users to contact. This is for if they see something that isn't quite right or they don't find what they are looking for.

Using the content diary, we have worked with teams across education, health and care, South Yorkshire Integrated Care Board, the Sheffield Parent Carer Forum and youth groups to improve our existing content. We have also worked with them to create new information.

### **Improvements made to existing advice content**

The following information was reviewed and improved:

- About the Local Offer
- How to complain
- Sheffield Libraries - including what's on
- Tell us what you think
- Children who cannot attend school because of health needs
- Education, Health and Care (EHC) Plans
- Accessible taxis
- How to access Health services
- Post 16 Education Options
- Independent Travel Training
- A guide to using hospital services in Sheffield for children with SEND
- Early Years funding for children with SEND (including Disability Access Fund)
- Support within school if your child may have special educational needs
- How to access Council education and social care services
- Sensory processing difficulties

### **New content created**

The following new content was created:

- Foetal Alcohol Spectrum Disorder (FASD) advice page
- Children's Continuing care (NHS)
- ADHD, Autism, Sensory Processing and Neurodiversity section
- Contact Education, Health and Care Support Services section
- Sheffield Support Grid Parent/Carer Quick guide
- Guide to Services Supporting Neurodivergent Children and Young People
- Parent and Carer Toolkit (Services, Advice, Organisations and more)
- Children Who Are Not in School Policy
- Map of School Localities and Locations
- Planning your Post-16 Journey: A Guide for Young People

The following links were created to signpost from the various Local Offer sections:

- NSPCC - Online safety for families and children with SEND
- Shout (mental health support)
- Sheffield SENDIAS Dispute Resolution Guide
- Community & Special Care Dentistry

## Feedback and Engagement

Local Offer website promoted using:

- Posters and leaflets re-sent to internal Council services, schools, colleges, nurseries, family centres, GP surgeries/Health
- Regular posts on the SEND Facebook Group.
- Regular mail out insert in letters from the SEND Statutory Assessment and Review Service
- Attending events

The website has the ability for users to rate and give feedback on pages using a “smiley face” function.

Feedback on this page



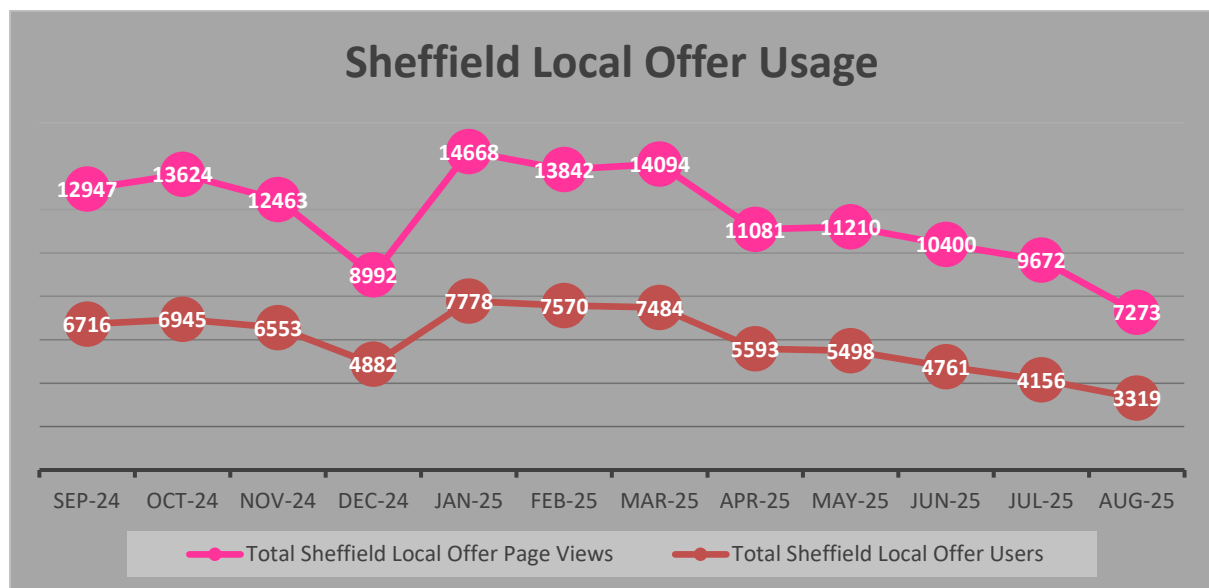
112 people left a rating. 53% clicked on the green face and 47% on the red face. This is some of the feedback we have received and what we have done as a result (where applicable):

- Fantastic
- Great advice and hopefully this can go out to all schools too
- There is no easily-identifiable information on how to contact someone relating to referrals for SEND children. (A section was created on the Local Offer main page due to this feedback)

Any feedback left through this function, we have actioned and detailed on the [Feedback received](#) page under You Said We Did.

We have an open survey that is linked on the Local Offer homepage for users to submit any further feedback. We haven't had any responses through this route.

## Sheffield Directory Hits



## Future Developments

We want to consult with parent/carers and young people to look at how the site is structured to see where improvements can be made for any future changes to the site.

Refresh the posters and leaflets for academic year 25/26.

Develop an information booklet for those who do not have access to the internet.

We will continue to work through our content diary to improve the existing information.