This booklet was produced by Northamptonshire County Council's Local Offer team. The Local Offer is a website for children and young people with special educational needs or a disability (SEND), their families, and professionals who work with them. It sets out (all in one place), information about the relevant local services that are available.

Contact us:

Website: www.northamptonshire.gov.uk/localoffer

Email: localoffer@northamptonshire.gov.uk

Phone: 0300 126 1000, option 5

Post: The Local Offer, EHC Team, Northamptonshire County Council, One Angel Square, Angel St, Northampton NN1 1ED

Join us on social media:

www.facebook.com/LONorthants

www.pinterest.co.uk/lonorthants

https://tinyurl.com/LONorthantsYouTube

www.twitter.com/LONorthants

www.instagram.com/lonorthants

The place to find local services for children and young people with special needs or disabilities
www.northamptonshire.gov.uk/localoffer

Children First Northamptonshire

NCC home | News | Events | Payments | Maps | Services | A to Z | Accessibility

Local Offer

Services for children and young people in Northamptonshire (aged 0-25) with special educational needs and disabilities.

Coronavirus guidance | What is the Local Offer? | Get involved | What's on? | Glossary | Reading and games | Education, Health and Care (EHC) | More...

Search

Select category | Enter Keywords | **Where?** Postcode **Or** Select Location | Search

- Early years
- Education
- Health
- Community support services

Northamptonshire Local Offer:

Guide to Using the Local Offer

Children First Northamptonshire

Northamptonshire County Council

Contents

This guide aims to explain how you can search for information from the Local Offer, whether that may be information about services, groups or activities for children, parent support, or training opportunities.

Tips for Getting Better Search Results

Do...

- Use single words, rather than a whole sentence. or example: "autism" instead of "my child has autism."

- Use quotation marks around your search term if you would like them to appear together in your result. For example: "wheelchair basketball."

- Hit the Ctrl and F5 keys if you experience a problem with the search engine. This will refresh the page.

Don't...

- Don't use too many search options. Try to use no more than two. For example: keyword and location.

- Don't use technical or medical words. For example: use "hearing impairment" instead of "bilateral sensorineural deafness."

- Don't forget to contact the Local Offer team if you can't find what you're looking for.

Managing Your Search Results

- **Local Town**
  Filters results according to the town or city.

- **Categories**
  Filters results according to their level/s of provision. There are three options - Specialist, Targeted, or Universal.

  - **Universal** services are open to all children, young people, or families. They can be accessed without needing any specialist resources or assessments.

  - **Targeted** services are open to children, young people, or families who may need additional support to access services. Service-users might also need groups or services that are specifically designed to meet their needs. Some targeted services can be accessed directly with or without an assessment.

  - **Specialist** services are open to children, young people, or families with severe and / or complex needs. Service-users are likely to require even more support than is available either from universal or targeted services. Specialist services often require a referral or assessment.

- **Languages**
  Filters results according to the languages spoken by staff at the service.

Shortlists

You can add listings you like to a shortlist. Shortlists can be shared with others. Simply give your shortlist a name and share the hyperlink by email.

What's on the Local Offer Homepage

On the homepage, you can find the search-bar and filter buttons. Information pages sit in the black bar at the top.

Browsealoud

Northamptonshire County Council provides the Browsealoud widget across its websites. It's usually found on the top-right.

Browsealoud allows you to tailor the webpages to support you. It will read the text aloud, magnify the text, translate the text into another language, and read the text aloud in another language.

You can create an MP3 recording of a webpage so you can listen to it later. There's a 'screen mask' that focuses on one line of text at a time, and you can 'simplify' webpages, which removes the formatting and leaves the plain text.

You can also apply these settings to PDFs in the 'More Information' tab. We have a separate guide to using the Browsealoud on the Help webpage.

Search-Bar

There are various ways to search on the Local Offer website. You can search by category, keyword, postcode, or local town. You can also click the category tiles.

Information Pages

- **What is the Local Offer?**
  This link leads to a webpage that provides information about the Local Offer, the legislation relating to it, and what you can expect to find on the Local Offer website. On this page, you can watch a video about our Local Offer, find our easy-read guide to what the Local Offer is, as well as our latest annual report.

What's on the Local Offer Homepage

- **Get Involved**
  This link leads to a webpage that details ways you can get involved now, and shows the outcomes of previous consultation events. Current consultations and information surveys are advertised, along with policy changes and the opportunities to comment on them. The page provides information about how parents, professionals, and young people can get involved. It also has a 'You Said, We Did' section, where we show suggestions that have been made, and how we have addressed them.

- **What's On**
  This link leads to a webpage that provides information about relevant activities that are happening around the county. Our social media links are here, along with details of local training courses and events for parents, professionals, young people, and children.

- **Glossary**
  This link leads to our 'jargon buster' webpage. The Glossary will continue to grow as we discover new words, phrases, and acronyms. The Glossary is in alphabetical order and by selecting the letter at the top of the page, you can jump to the section you require quickly.

- **Reading and Games**
  This link leads to a webpage that contains information about useful books and magazines that parents and professionals have recommended to us. There are also links to apps and games that are suitable for people with special educational needs and disabilities (SEND).

- **Education, Health and Care (EHC)**
  This link leads to Northamptonshire County Council's EHC webpage. It provides details about requests for statutory assessments (RSAs), and the EHC Plan process. It also contains contact details of the EHC team and other supporting organisations.

Managing Your Search Results

Search results are displayed as a list. The website only displays ten results on a page, so you will need to use the numbers and arrows near the top to browse the pages of results.

Results Tabs

The result pages have two tabs at the top. The one on the left ('Services') contains listings for service-providers. The one on the right ('More Information') contains documents.

Refine Your Search

You can use the tick-boxes on the right-hand side of the results page to filter your search results. You can filter by age range, SEND type, local town, categories, facilities, provider type, and languages.

Please note that only 'Age range' will be automatically applied. For all other filters, you will need to click 'Apply.'

- **Age Range**
  Filters from the two drop-down lists. It ranges from 0 – 99 years.

- **For People With/Who Are**
  Filters results according to whether service-providers specialise in a specific special educational need or disability. Some services will be open to everyone (including those with any SEND), and some services will only be open to people with any type of SEND. Some early years settings may have experience of supporting a child with a hearing impairment and may have specialist resources available because of that. Alternatively, there might be a sports club that is only open to young people with down syndrome.

Using the Search-Bar

Category Tiles

On the Local Offer homepage, there are eight large tiles. Clicking one of these will search our database for the specified service type. The category tiles are useful if you're not sure what you are looking for, but you have a rough idea of what you want. Click a category tile, and you'll generate a list of services that fit into that category. For example, clicking the teal 'Education' tile will bring up:

- 4 - 11 schools
- 11 - 18 schools
- 16+ schools and colleges
- Out of county schools
- Other education and training

What's on the Local Offer Homepage

- **Feedback**
  This link leads to a webpage that allows you to give feedback about the Local Offer via an online form. It also provides information and links about how to make a complaint about service-providers.

- **20:20 Vision**
  This link leads to a webpage that explains some consultation events that were held by the EHC team in 2017. The events, known as '20:20 Vision for SEND in Northamptonshire,' gathered information about the priorities that should be set in order to improve SEND outcomes in the future.

- **Help**
  This link leads to a webpage that provides an overview of how to use the search functions of the Local Offer website.

'My Adult Life' and 'Easy Read Documents'

There are two rectangular tiles. The one on the left filters the Local Offer data to display 'preparing for adulthood' (PFA) services. The one on the right filters the Local Offer data to display all the easy read documents available on the website.

Let Us Know What You Think

You can contact the Local Offer team to request alternative formats for documents or search results.

If you can't find what you are looking for, you can ring us, email us, or complete our online form.

You can also register your service with us, or update the details we already hold by completing the online form.

What's on the Local Offer Homepage

Feedback is an essential part of the Local Offer. We want users to tell us whether they think the Local Offer is useful, relevant, missing areas, or if it has incorrect information. Please use our online form to let us know.

Local Offer Playlist

The homepage also has a link to the Local Offer's YouTube channel, which lists a range of videos providing information, BSL supported videos, and Local Offer activities.

Scrolling Features Bar

The bar at the bottom of the homepage provides links to useful webpages. These include the School Inclusion Network, the Information, Advice and Support Service (IASS), the SEND Support Service (SSS), Educational Psychology, Hospital and Outreach Education (NHOE), the Northants Parent Forum Group (NPFG), the Family Information Service (FIS), the Schools Directory, and Adult Social Care. The scroll-bar shows three links at a time, and you can use the arrows or dots to navigate to the different pages.

Social Media

The homepage has links to our Facebook and Twitter accounts. You can see our latest posts without having to log in to social media.

Using the Search-Bar

There are several ways to search for service-providers and documents on the Local Offer website. You can search by category, keyword, postcode, local town, or by using the category tiles.

Category Drop-Down

Selecting a category will generate results that relate to a specific service area. For example, the 'Social Care' category will produce results about social care services. These might include the Disabled Children's Service, Early Help services, or commissioned holiday clubs and parenting programmes.

Keyword

Alternatively, you can search by keyword. This can be a phrase or a word. For example, you might know a child or young person with anxiety, but might not be sure which services would be most appropriate. In that case, you can search for 'anxiety' and get a range of results.

Postcode

You might want to see what services are available near you. By entering your postcode, you can automatically filter all the services by location. The results will be displayed in order of radial distance from the postcode entered.

Location Drop-Down

Local Town is similar to using the postcode search, except it gives you a broader search area. This way, you can look in neighbouring areas.