

Making the best of your Local Offer service entry

Guidance for service and activity providers

Do you provide a service, activity or host events for children and young people aged 0 – 25 with Special Educational Needs and/or Disabilities (SEND) and their families? Are you proud of your accessible and welcoming environment? If the answer is yes, to either of these questions, you can promote your service for free on Blackburn with Darwen Council's Local Offer website.

What is the Local Offer

Blackburn with Darwen's Local Offer, is a website that promotes and provides information on activities, services and the support and guidance available to children and young people with SEND aged 0 – 25 and their families. In addition to information on education, health and social care we want our Local Offer to let children, young people and their families know about the whole host of leisure, vocational and recreational opportunities available to them as well.

Getting listed is easy and free

Just follow the 8 steps below and your entry will be listed. Once listed you can access your information to add to it and update it whenever it's convenient for you.

The 8 steps to get listed

1. Go to the registration page
2. Fill in your registration details, tick terms and conditions and click register
3. You will receive an email asking you to validate your registration.
4. Follow the link and Log into the site using your email address and newly created password (if you do not see the email please check your junk mail folder)
5. Click 'get listed for free'
6. Click create a new service
7. Fill in your details
8. Click on the 'save service' button at the bottom to submit your record

Your entry will then be entered into a queuing system for approval to the live site by the Council. New entries are usually approved within 3 to 5 working days.

If you experience any problems creating your listing please email local.offer@blackburn.gov.uk



Things to do



Getting around



Education



Health & Wellbeing



Social Care



Money matters



16 – 25
Education,
Training &
Employment



Early years &
Childcare



Preparing for
Adulthood



Concerns &
Mediation



Equipment

The best way to promote your service or activity is to make sure it includes all the information that children, young people and families would like to know. Remember this site is especially for children and young people with SEND and their families, so as well as providing a general description of your service/activity you need to include other helpful information. To help you do this we've included a check list below.

You don't need to have, or include, all of the things in this list to be included on the site. Families and young people have told us that a friendly and welcoming environment is the most important thing to them whatever they're doing, but having this type of information beforehand really helps families and young people to plan ahead.

- » **If service and activity titles don't clearly state what you do, add a short description to it**
- » **Clearly explain what your service/activity does and include the information you feel families and young people would like or need to know about it (e.g is your service autism friendly, designed to support people with visual impairments etc)**
- » **Use simple language, try to avoid jargon and abbreviations, explain any unfamiliar words or phrases that need to be included**
- » **If your staff and/or volunteers are Disclosure and Barring Service (DBS) checked* please include this information in your entry, alongside details of who families can contact for more information.**
- » **Provide Information on disabled parking spaces nearby and disabled access**
- » **Include the distance from the nearest bus stop and/or train station if known**
- » **Provide information on any accessible facilities:**
 - are there toilets and changing facilities for people who use wheelchairs
 - is technology or equipment available to help people communicate or take part e.g. hearing loops, adaptive furniture, specialist software
- » **Provide information on relevant staff training and experiences:**
 - Have staff attended disability awareness training, are there people who can communicate in British Sign Language or Makaton
- » **If your service offers hospitality can special dietary requirements be catered for?**
- » **Make sure you tick all category options that apply to your service, on the service listing form (e.g the 'local offer age bands' and 'services supporting people with' options that are listed at the end of the online form)**
- » **Most importantly please include contact details of a person whose happy to answer any questions prior to planning a visit**

Getting Noticed

Service and activity providers sadly can't add their own list of keywords to the site (Adding keyword lists helps people to find the information and services that they are actually looking for) but Blackburn with Darwen Council can. To benefit from this service please create your service entry using the instructions and guidance checklist above. Once you've submitted your entry please email: local.offer@blackburn.gov.uk with the title of your service and your list of keywords. We will then add these to your entry.

Questions

If you have any questions on the Local Offer or would like help to list your entry please email local.offer@blackburn.gov.uk

* Criminal Records Bureau (CRB) checks are now called Disclosure and Barring Service (DBS) checks. You may need to check someone's criminal record if they apply for certain jobs or voluntary work, eg working with children or in healthcare or to foster or adopt a child (For more information visit the Gov.uk website)