

## Consultation & Feedback

Information included on the SEND Local Offer is regularly updated and has been developed through consultation and co-production with service users. The views of parents, carers and young people are essential in helping us to shape the SEND Local Offer and are fed back via:



"Time to Talk" events offering parents and carers the opportunity to share their experiences of SEND services and give feedback to the Local Authority SEND Leadership Team.



"You Said...We Did" - we welcome any feedback, good and bad, to help us make improvements to the SEND Local Offer - the feedback page can be found on the website.



"Parent Journeys" - local parents are encouraged to share their own journeys so others can benefit and gain knowledge from their personal experiences. These are all detailed on the website and cover a variety of conditions.

## Useful Contacts



**Phone:** If you live in Christchurch or Bournemouth: 01202 451970  
If you live in Poole: 01202 261933  
**Email:** [sendiass@bcpcouncil.gov.uk](mailto:sendiass@bcpcouncil.gov.uk)  
**Address:** Quay Advice Centre, 18 Hill Street, Poole, BH15 1NR



**Phone:** 07852 422089  
**Email:** [info@parentcarerstogether.org.uk](mailto:info@parentcarerstogether.org.uk)  
**Website:** [www.parentcarerstogether.org.uk](http://www.parentcarerstogether.org.uk)



**Phone:** 01202 261970 (open Mon-Thurs 8.30am-5.15pm, Fri 8.30am-4.45pm)  
**Email:** [familyinformation@bcpcouncil.gov.uk](mailto:familyinformation@bcpcouncil.gov.uk)  
**Website:** [fd.bcpCouncil.gov.uk](http://fd.bcpCouncil.gov.uk)  
**Visit:** Welcome Area, above Poole Central Library, Dolphin Centre  
(open Mon-Thurs 9am-5.15pm, Fri 9am-4.45pm, fully accessible for pushchairs and wheelchairs)

@bcpfamilyinfo

BCPFamilyInformation



## The Local Offer

*for Children & Young People with SEND and their families*



## What is the SEND Local Offer?

The SEND Local Offer provides information on local services and resources for children and young people aged 0-25 with Special Educational Needs and Disabilities (SEND) for:

- parents/carers
- young people
- service providers
- professionals

The SEND Local Offer has first hand accounts from parents, carers and young people sharing their experiences, to support you, your child and young person at every stage of their journey and also includes details of local services and activities, together with a wealth of SEND information covering:

- Childcare and Early Years Support\*
- Support in Schools and Colleges\*
- Preparing for Adulthood
- Education, Health & Care Plans
- Health
- Social Care
- Leisure Activities & Short Breaks
- Transport and Travel

\* schools and childcare settings each have individual SEND Local Offer reports detailing the support they provide for SEND.

If parents/carers find any difficulty accessing suitable childcare, schools or leisure activities please contact the FIS Brokerage Service who may be able to assist with your individual requirements. Tel: 01202 261970.

Are you a SEND Service Provider?  
Register online to submit information about the services you provide. All website contributions are reviewed before publication.

## What is the Add-On Register?



Join the Add-On Register - for families of children and young people with SEND

The 'Add-On' Register is for families of children and young people who have SEND. This may include:

- Developmental and learning delays
- Speech, language and communication delays
- Physical disability (incl hearing and vision)
- Emotional and mental health needs
- Medical needs

Joining the 'Add-On' Register is voluntary and helps the Local Authority plan facilities and services to support local needs, whilst also offering parents and carers a number of benefits:



Free MAX card: offering concessions to over 800 activities around the country



Add-On News: a termly emailed newsletter sharing parents' experiences, activities and latest news



Membership of Parent Carers Together - a local forum run by parents for parents.

Visit the SEND Local Offer website to register online