

Slough Family Information Service

01753 476589

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Coronavirus (COVID-19):

Due to the COVID-19 situation, please contact service providers directly to confirm if the service is still available

Slough Local Offer policy statement

Local Authorities must publish a Local Offer setting out in one place information about provision that they expect to be available across education, health and social care for children and young people with Special Educational Needs and Disabilities (SEND) and their parents. (SEND Code of Practice: 0-25. January 2015)

The purpose of the Local Offer is to:

- provide clear, comprehensive, accessible and up-to-date information about provision and how to access it
- 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

Developing and publishing a Local Offer is a statutory duty detailed in the Children and Families Act 2014. The Special Educational Needs and Disability (SEND) Regulations 2014 and the SEND Code of Practice 2015 specify the requirements that must be met:

- the information to be included
- how the Local Offer is to be published
- who is to be consulted about the Local Offer
- how children with SEN or disabilities and their parents and young people with SEN or disabilities will be involved in the preparation and review of the Local Offer, and

Vision for the Local Offer in Slough

- Slough's Local Offer will be the primary source of information and advice about the provision of multi-agency services for children and young people with Special Educational Needs and Disability in Slough
- The Local Offer will meet and (subject to resources) exceed the requirements of the SEND Code of Practice 2015
- The Local Offer will be co-produced with parents and young people
- A multi-agency steering group will lead the production and on-going development of the Local Offer
- Feedback collected via the Local Offer will inform future development of services across agencies in Slough

Services to be included in the Local Offer

The Local Offer must include information about the provision of services across education, health and social care in Slough, as defined in the Code of Practice Chapter 4.

Services included in the Local Offer may be provided by a range of different providers:

- Statutory services, such as the NHS, Slough Borough Council, Slough Children's Services Trust, schools and colleges
- Services commissioned by the statutory services – which may be provided by charities, voluntary organisations or private companies
- Services offered by charities, voluntary organisations or private companies directly relevant to the needs of children and young people with SEND and their families in Slough

All these service providers have been given the opportunity to be included in the local offer. This is to ensure that the children and young people with SEND and their families can access as much information as possible about the full range of services that are available in the area.

Accuracy of information

The Local Authority has the statutory responsibility for publishing and maintaining the Local Offer. The content is provided by the providers themselves; the Local Authority will not be verifying that the information is accurate at the time it is published on the Local Offer.

Where the information needs to be updated or is incorrect it is the primary responsibility of the service provider to update the information. Where a service fails to provide accurate and up to date information then the Local Authority reserves the right to remove their information from the published Local Offer.

Local Offer users are encouraged to feedback any inaccurate information that is published on the Local Offer.

Quality Assurance

The purpose of the Local Offer is to provide as much information as possible about available services. The services are not necessarily approved or endorsed by the Local Authority in any way.

Service providers are encouraged to provide information about any regulatory bodies (such as Ofsted or the CQC) they are subject to or Quality Assurance Standards (such as Slough Quality Protects) that they meet in order to reassure Local Offer users of the quality of the service they may expect. They are also required to indicate that they have a safeguarding policy in place and that staff are recruited using safer recruitment procedures.

Parents, carers and young people must satisfy themselves that the service they are planning to use is properly regulated and that they know what arrangements are in place to ensure their own or their child's safety and welfare.

Feedback on the Local Offer

Feedback about the Local Offer is welcome. Comments on the look and feel of the website, its accessibility and the information published can be made using the 'Contact Us' link on the Local Offer. Comments can also be sent by email to FIS@slough.gov.uk or by phone to 01753476589.

The Local Offer Annual Report will provide a summary of any feedback received or consultation undertaken about the Local Offer. It will also detail the action taken or planned as a response.

Complaints

Unless the complaint is about safeguarding or child protection (see below), parents or young people should contact the service provider about any concerns or complaints they have, using the provider's complaints procedure.

Where the services have been commissioned by the Local Authority, another local authority or the NHS, then complaints can be made directly to the commissioner using the relevant complaints procedures. This can generally be found on the commissioner's website.

Comments or complaints about the Local Offer website itself can be sent to the Family Information Services. These can be fed back via using 'contact us' on the website itself or by email: FIS@slough.gov.uk or by phone 01753 476589.

Safeguarding children and young people

If there are concerns that a child or young person is being harmed, the First Contact Hub of Slough Children's Services Trust should be contacted. The number to call is: 01753 875 362. (Operating hours 9am to 5pm). For emergencies outside of these hours call the Emergency Duty Team on 01344 786543 email: EDT@bracknell-forest.gov.uk or dial 999.

For professionals: If the child or young person requires immediate protection please call the First Contact Hub on 01753 875362 and send the electronic multi agency referral form (MARF) to Child.Protection@slough.gcsx.gov.uk or deliver it to: First Contact, Slough Children's Services Trust, St Martins Place, 51 Bath Road, Slough, Berkshire, SL1 3UF.

Disclaimer

The Local Authority's duty is to ensure that the Local Offer is published and that it meets the requirements set out in the SEND Code of Practice – that it is collaborative, accessible, comprehensive, up to date and transparent. Information in the Local Offer is provided by and kept up to date by the provider of that service.

The content of the Local Offer is for general information and use only. It is subject to change without notice.

No warranty or guarantee can be provided as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found, or offered on the Local Offer. The information and materials may contain inaccuracies or errors, and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.

Use of any information or materials on the Local Offer is entirely at the user's own risk, for which no liability is accepted. It shall be the user's responsibility to ensure that any services or information available through this website meets their specific requirements.

This Local Offer includes links to other websites. These links are provided for the user's convenience to provide further information. They do not signify that the websites are endorsed. We have no responsibility for the content of the linked websites.

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