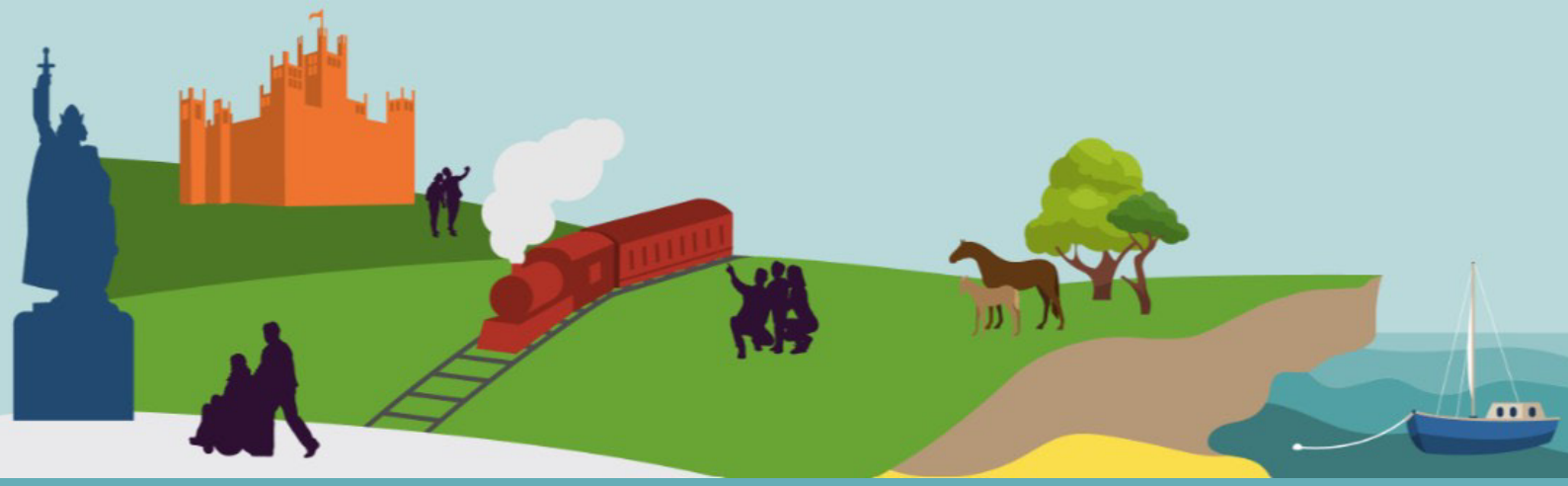
Hampshire's Local Offer for Special Educational Needs and/or Disabilities

Annual Report
September 2025 to August 2026



Hampshire County Council

hants.gov.uk/childrenandfamilies

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1. Summary information

Executive summary

During 2025/2026, Hampshire's SEND Local Offer continued to provide children and young people with Special Educational Needs and Disabilities (SEND), their families, carers and professionals with accessible, transparent and reliable information, advice and support. Through ongoing engagement, feedback and co-production, we have worked to ensure that the Local Offer remains responsive to the needs of Hampshire residents and helps families understand what support is available and how to access it.

A significant milestone this year was the successful migration of the SEND Local Offer and Family Information and Services Hub onto Connect to Support Hampshire. This created a single, all-age platform that brings together information, support services and community resources, making it easier for users to navigate services and find the information they need. Early feedback has highlighted improvements in accessibility, user experience and the connections between children's, adults' and community services.

Throughout the year, feedback from parents, carers, young people and professionals directly informed a wide range of improvements. This included the development of new guidance on:

- Alternative provision
- Emotionally Based School Avoidance (EBSA)
- Autistic burnout
- Health pathways
- Transitions to adulthood
- Support for young people's independence

Accessibility improvements, clearer signposting and the use of plain English have helped make information easier to find, understand and use.

Co-production has remained central to our approach as we continued to work closely with partners, including Hampshire Parent Carer Network, Hampshire SENDIASS, NHS colleagues, schools and young people, to shape content and identify priorities. Engagement activities, including attending the Local Offer Discovery Days, surveys and youth participation work, have ensured that the voices of children, young people and families influence the ongoing development of the Local Offer.

We are committed to maintaining transparency through clear feedback mechanisms and a "you said, we did" approach, demonstrating how user feedback has driven improvements and service development. The Local Offer continues to evolve in response to changing needs, helping families access the right information, support and services at the right time.

Looking ahead, our priorities are to increase awareness of the Local Offer, further improve accessibility, strengthen engagement and co-production, and continue enhancing information and support for children and young people with SEND. Through these actions, we will

continue to build a Local Offer that is inclusive, accessible and shaped by the experiences of the people who use it.

1.1. Background

The Children and Families Act (2014) requires every local authority in England to:

- Publish a Local Offer, setting out in one place information about provision they expect to be available across education, health and social care for children and young people in their area who have Special Educational Needs or are Disabled (SEND), including those who do not have Education, Health and Care Plans (EHCPs).
- Publish an annual report on feedback about the Local Offer, showing what children, young people and parents have said about the Local Offer, and what the local authority has done in response to their comments.

More information on what the Local Offer should include is in The Special Educational Needs (Local Offer) Regulations 2014.

The special educational needs and disability SEND Code of Practice 2015 (Chapter 4) explains the statutory duties on local authorities to develop and publish a Local Offer setting out the support they expect to be available for local children and young people with special educational needs or disabilities (SEND). It covers:

- Preparing and reviewing the Local Offer, including involving children, young people and parents and those providing services.
- Publishing the Local Offer.
- Publishing comments on the Local Offer and the action to be taken in response (using a “you said, we did” approach).
- What must be included in the Local Offer.
- Information, advice, and support.

1.2. Publishing feedback about the Local Offer

Comments must be published if they relate to:

- The content of the Local Offer, which includes the quality of existing provision and any gaps in the provision.
- The accessibility of information in the Local Offer.
- How the Local Offer has been developed or reviewed.

For previous annual reports and information about feedback you can view this page: Local Offer feedback and annual reports.

1.3. Who can provide feedback?

Anyone can. We want all users to be part of the shaping and development of your Local Offer in Hampshire.

This includes:

- Parents
- Carers
- Professionals (including school staff, health professionals, social workers, etc)
- Other people who support children and young people aged 0 to 25 years who have additional needs
- The children and young people themselves

1.4. What feedback can I give?

Feedback is important. The Local Offer can inform commissioning; allowing service providers to gather first-hand experience from families accessing their services on how they are (or are not) meeting individual needs. Individual comments, when viewed collectively with feedback from a wide group of families,

can highlight where gaps in provision are and what could be commissioned going forward to fill these gaps.

You can tell us if you:

- Could not find what you were looking for – it might be because the information needs to be labelled differently or the information is not there and we can add it.
- Know of an event or activity that is not listed on the Local Offer but would be helpful for other Hampshire families. Please let us know so that we can invite the organisers to add their information.
- Have any feedback about how the pages are laid out or about your experience with using the website – we would be grateful to hear it. This will help us continue to improve Hampshire's Local Offer.
- Notice a listing has a link that is not working, or a record is out of date, so that we can continue to provide Hampshire families with helpful and up-to-date information.

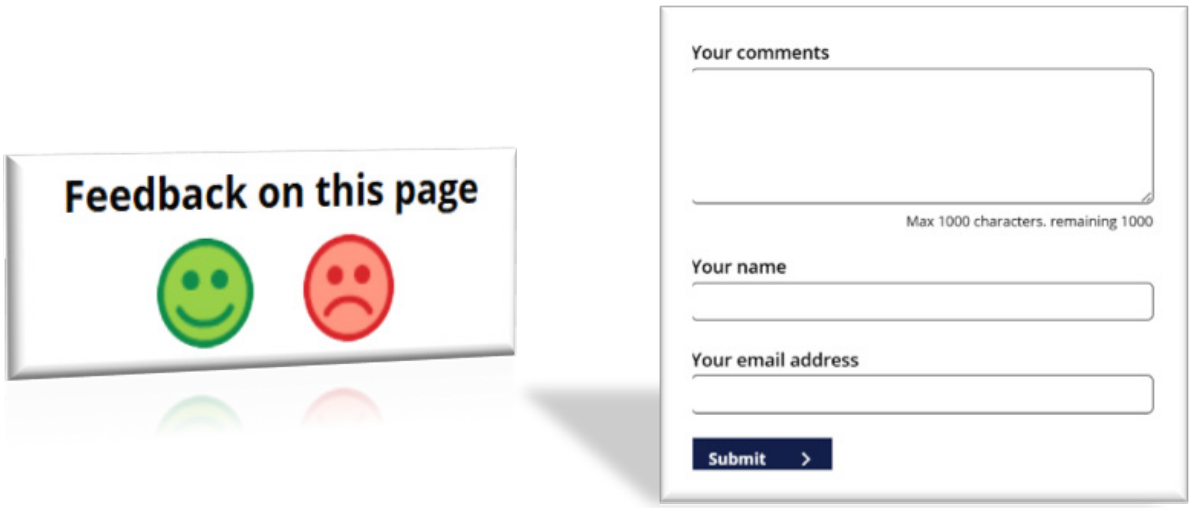
1.5 How can I provide feedback?

Every web page, including directory listings, on the Local Offer has a link for users to leave feedback (see image below). All feedback is logged, with details of action taken and by whom.

You can also send an email to localoffer@hants.gov.uk, which is monitored by our designated SEND Local Offer Officer.

However you choose to share your views, all feedback is logged, with details of action taken and by whom.

To see what feedback was received from September 2025 to August 2026, please see Sections 4 and 5 in this report.



2. Local Offer content

Hampshire's Local Offer is part of our Family Information and Services Hub that is now within the all-age Connect to Support Hampshire website. The content is currently split into different areas:

- Activity and service provider directory listings – These are the details of organisations, agencies, activity providers, etc that are available to parents, carers, young people and professionals in Hampshire
- Directory of childcare and Early Years Education providers, including:
  - Ofsted-registered childcare providers
  - Activity clubs
  - Childminders and childminder agencies
  - Holiday playschemes
  - Pre-schools and nurseries
  - Wraparound care (Before and After School Clubs).
- Directory listings have the opportunity for the provider to publish a Local Offer.
- Information and advice web pages – These provide information for the users on matters such as funding, health and support options.

2.1. Ongoing review of the Family Information and Services Hub and Local Offer: Improvements made during 2025/2026

Feedback from parents, carers, young people and professionals directly informed improvements. Key developments and improvements include:

- Expanded neurodiversity information.
- Tools for Schools – This is a range of practical tools and resources for schools, designed to support children and young people to use the Family Information and Services Hub and SEND Local Offer to find the information they need. These resources help children and young people access information independently, reducing barriers to support and promoting early intervention. Our hope is that Tools for Schools acts as an important partnership with schools and that by raising awareness of FISH and SEND Local Offer with children and young people, this also increases the awareness of them with parents.
- Expanded family support information.
- Development of alternative provision information – Information to help families understand alternative provision, including when it may be considered, the support available and how children and young people can continue to access education.
- New guidance around Emotionally Based School Avoidance (EBSA), part-time timetables and 'When things go wrong in education' resources.
- Creation of autistic burnout guidance in partnership with parents and specialists.
- Expansion of adoption support information.

- Improvements to health information and NHS pathways.
- Development of resources to support young people's independence.
- Ongoing accessibility improvements.
- Increased co-production with Hampshire Parent Carer Network, SENDIASS, NHS colleagues and young people.
- Expanded support for post-16 and post-19 transitions.

2.2. Moving onto the Connect to Support Hampshire website

Since January 2026, Hampshire's SEND Local Offer, and wider Family Information Services Hub successfully migrated from the IDOX platform to Connect to Support Hampshire. This created a single location where residents can access information, advice, support and community services throughout different stages of life.

The move has provided opportunities to improve accessibility, strengthen links between related information and create a more joined-up user experience for children, young people, families and professionals. Bringing the Local Offer together with the wider Connect to Support Hampshire platform has also enabled better connections between children's services, adult services and community-based support, helping families to find relevant information more easily.

Feedback received since the launch has been largely positive, with users commenting on the improved layout, accessibility and overall user experience. The new platform also provides greater flexibility for future development and content improvements, supporting our aim to make information easier to find and understand. As the platform continues to develop, we will use feedback from families, young people and professionals to inform further improvements.

Future priorities include:

- Increasing awareness of the Local Offer and the wider Connect to Support Hampshire website
- Improving accessibility
- Strengthening pathways between services and ensuring that information remains accurate, relevant and responsive to the needs of Hampshire residents.

2.3. Local Offer Steering Group

The Local Offer Steering Group was set up in 2020. Since then, members have been instrumental in driving improvements and change and continue to do so as we move into this period of platform change.

The group consists of representatives from:

- Hampshire SEN Team
- NHS Integrated Care Boards (ICBs)
- Hampshire SENDIASS
- Hampshire Parent Carer Network
- Services for Young Children
- Family Support Service
- Social Care
- Short Breaks Team
- Young People's Participation Officer
- Special Heads Network
- Hampshire Futures and SEND Employability
- Children's Enquiry Team
- Transition Team
- Care Leavers Team

- Connect to Support Hampshire (Adults Health and Care/Children's Services – Shared Services).

Hampshire's SEND Local Area Partnership Board

The Local Offer Steering Group is also an active member and contributor to the SEND Local Area Partnership (LAP) Board. The Local Offer and the Steering Group have a direct link to the SEND LAP. This ensures members have awareness of upcoming marketing campaigns and an opportunity to comment on, suggest amendments and changes on the Local Offer website. But mainly, it gives members a good opportunity to share feedback on the site, that needs to be taken forward across the wider system and not just on the website.

Government: SEND Thematic Review

Earlier this year, the Government announced that SEND Local Offers would be a focus of its thematic review programme. This provided a timely opportunity for us to reflect on our Local Offer, identify areas for further development and shape our action plan for the coming year.

2.4. Young person's engagement and review

Young people have continued to play an important role in the development of Hampshire's SEND Local Offer. Feedback from the Hampshire Youth Forum has helped shape content and identify areas where additional information and support would be beneficial, particularly around independence, life skills, mental health and preparing for adulthood. Feedback from young people has directly influenced the development of new resources and improvements to information available through the Local Offer.

Looking ahead we will continue to strengthen our engagement with children and young people. Hampshire County Council is working with the KIDS organisation to deliver a programme of engagement activities across Hampshire, giving children and young people with SEND more opportunities to share their experiences, identify priorities and influence future developments. Feedback gathered through these activities will help ensure the Local Offer continues to reflect the needs, views and aspirations of young people and their families.

We remain committed to embedding co-production throughout the ongoing development and review of the Local Offer, ensuring that the voices of children and young people are heard and acted upon.

3. Promotion, engagement and co-production

During 2025/2026 the team:

- Supported the delivery of 11 Local Offer Discovery Days across Hampshire
- Attended five additional engagement events in schools in Hampshire
- Gathered 100 survey responses

- Worked with the Hampshire Parent Carer Network, Hampshire SENDIASS, NHS partners and the SEND Youth Forum to collect feedback to further shape the SEND Local Offer.

Feedback from parents, carers, young people and professionals has continued to play a central role in shaping Hampshire's SEND Local Offer. During 2025/2026, this feedback led to the development of new resources, improved accessibility, stronger pathways to support and enhanced information to help families navigate their SEND journey with greater confidence.

Supporting children and young people through education

Throughout the year, families consistently told us they wanted clearer information about education pathways and what to do when difficulties arise. In response, new information and guidance were developed, covering topics such as alternative provision, Emotionally Based School Avoidance (EBSA), part-time timetables, Elective Home Education (EHE) and support when things go wrong in education. Practical guidance was also created to help parents advocate for their children and understand their rights and options.

Expanding neurodiversity and wellbeing support

The Local Offer's neurodiversity content was significantly expanded during 2025/2026. This included the development of new guidance on autistic burnout, created with input from parents, professionals and specialists in the field. Mental health information was also reviewed and strengthened to provide clearer pathways to support and improved access to advice and resources for children, young people and families.

Improving health information and pathways

Partnership working with NHS colleagues and Public Health teams led to a range of improvements across health-related content. Additional community health services were added, referral pathways were clarified and information was updated to ensure families could more easily find appropriate support. The Local Offer also worked closely with health partners to improve signposting and increase awareness of available services.

Strengthening transition information

Transition support remained a key priority throughout the year. Feedback highlighted the need for clearer information about moving between phases of education, preparing for adulthood and planning for life after college. In response, new transition resources were developed, alongside a range of practical guides and independence-focused materials designed to help young people and families plan for the future.

Supporting young people to access information independently

One of the key developments during 2025/2026 was the creation of Tools for Schools. This suite of resources was developed to help schools introduce children and young people to Hampshire's Local Offer and encourage greater independence in finding information and support.

The resources enable schools to use the Local Offer as a practical learning tool, helping young people build confidence in accessing information, understanding available services and making informed decisions about their future. This work supports the wider aim of preparing young people for adulthood and ensuring they know where to find support when they need it.

Improving accessibility and user experience

Accessibility remained a strong theme throughout the year. Families and professionals highlighted the importance of clear language, visual content, mobile friendly layouts and information that is easy to navigate. In response, work was undertaken to improve navigation,

strengthen links between related content, review information using plain English principles and explore opportunities for Easy Read and other accessible formats.

Expanding specialist and family support information

Additional work was carried out to improve information available to families in areas where gaps had been identified. This included expanding adoption-related information, increasing support for families seeking childcare, improving information about short breaks and enhancing content relating to health, wellbeing and community support.

4. What we heard

Key themes from families

Theme	Examples
Earlier support	Families need information sooner in their SEND journey
Accessibility	Less text, more visuals, Easy Read and mobile friendly content
Education	Alternative provision, Emotionally Based School Avoidance (EBSA), part-time timetables and Education, Health and Care Plan (EHCP) processes
Transitions	School transitions, post-16 and post-19 pathways
Health	Better signposting and awareness of services
Activities and support	Lack of suitable activities and childcare for some children and young people

5. You said, we did

You said...	We did...
Information can be difficult to find and families are often unsure where to start.	Improved navigation and signposting across the Local Offer and began developing dedicated **New to SEND** approach to help families access the right information earlier in their journey.
Parents need clearer information about alternative provision, part-time timetables, Emotionally Based School Avoidance (EBSA) and what to do when education is not working.	Developed new guidance and resources covering alternative provision, reduced timetables, EBSA and support when things go wrong in education.
Families want more practical advice and support while waiting for specialist services.	Worked with parents, specialists and the Neurodiversity Wellbeing Team to create new guidance, including resources on autistic burnout and neurodiversity support.
Young people wanted more practical information, stronger lifeskills content and easier access to support.	Developed independence-focused resources and created Tools for Schools to help children and young people learn how to use the Local Offer and find support independently.
Families need better information about transitions, particularly post-16 and post-19 options.	Expanded transition information, developed new resources to support preparation for adulthood and identified post-19 support as a key area for future development.
Health information and referral pathways were not always easy to understand or locate.	Worked with NHS and Public Health colleagues to improve health information, add missing services and strengthen referral and support pathways.
The Local Offer should be more accessible, less text heavy and easier to use on different devices.	Reviewed content for accessibility, improved navigation, strengthened links between related information and began exploring Easy Read and more visual approaches to information sharing including creating a new section on Visually Impaired children.
Families wanted more information about support available for carers.	Expanded carer-related content to include wider support routes and where to go for support, community resources and peer support opportunities.

You said...	We did...
Parents and professionals highlighted gaps in childcare, short breaks and activities for children and young people with complex needs.	Shared feedback with relevant services, including the Short Breaks Team, and used it to inform discussions about provision, accessibility and future development.
Awareness of the Local Officer remains a challenge, particularly for families at SEN Support Level and those early in their SEND journey. SENDIASS feedback on a variety of topics, including: • Too many clicks to reach some information • Links needed to other Hampshire County Council information pages where relevant • Too much text used, impacting on accessibility • Should include Frequently Asked Questions (FAQs) as a shortcut to find information • Some areas in the Activities, Leisure and Play tab show listings in the incorrect area, broken links and no indication of capacity of providers • Under the Social Care tab, there was no mention of eligibility or how to apply • Independent non-maintained special schools and independent schools missing from Local Offer	Increased engagement activity, supported 11 Local Offer Discovery Days, gathered feedback from over 100 survey responses and began work with partners to improve awareness through education, health and community services. • Key information has been grouped into clearer sections, reducing the number of clicks needed to access support and guidance. • We added links to related Hampshire County Council services and information pages where appropriate. • We reviewed and rewrote content using plain English principles, reducing unnecessary text, improving page layouts and making information easier to scan and understand. • We are planning to create an information finder like the one here: Information Finder. • We carried out a review of provider listings,correcting categorisation issues, removing old listings and broken links and working with providers to improve the quality and accuracy of information displayed. • We reviewed the Social Care content and added clearer information about eligibility criteria, referral routes and how families can apply for or access support. • We link to a site which allows parents to search for independent and Section 41 schools: Education settings in Hampshire.

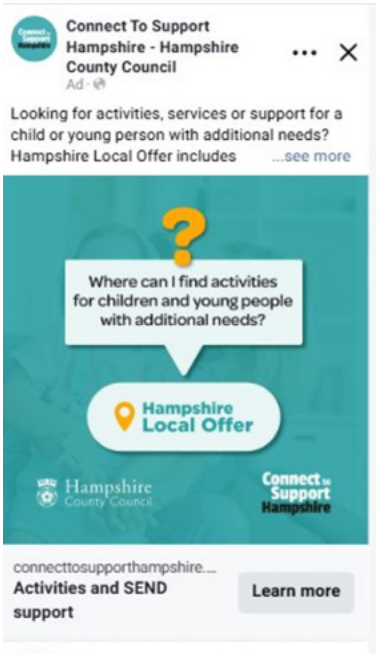
6. Promoting the Local Offer

Following on from our involvement in the SEND Local Offer Discovery Days, we ran a targeted marketing campaign promoting the Local Offer.

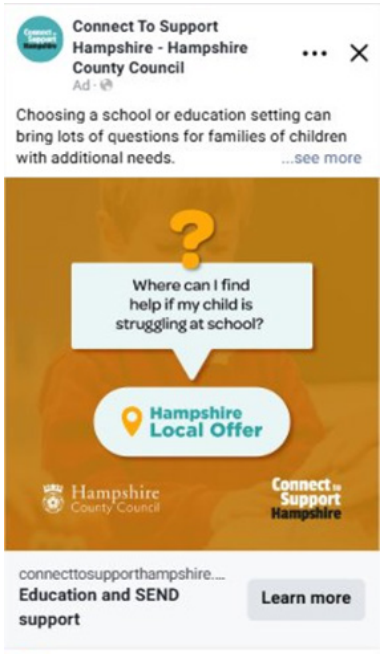
We engaged with parent groups, seeking feedback on the assets to help make the campaign a success.

The first phase of the Hampshire SEND Local Offer campaign delivered great results, generating more than 19,000 clicks and 1.4 million impressions (been shown) across Meta and Google.

Paid advertising drove over 12,000 users and nearly 29,000 website views, contributing to a significant increase in traffic to Local Offer content during the campaign period.







7. Priorities for the year ahead – 2026/2027

- Increase feedback.
- Create a clear programme of engagement.
- Marketing campaigns to raise awareness of the Local Offer.
- Tie in with nationally emerging themes.
- Improve links with key stakeholders.
- Increase hits on the website.
- Create new dashboards for analytics.

8. Conclusion

The Hampshire SEND Local Offer continues to play an important role in supporting children and young people with SEND, their families and the professionals who work with them. Throughout 2025/2026, feedback from parents, carers, young people and professionals has helped shape the ongoing development of the Local Offer, ensuring it remains responsive to the needs of Hampshire's SEND community. Feedback gathered through surveys, engagement events, direct enquiries and partnership working has highlighted the importance of accessible information, clear pathways and practical guidance that helps families understand what support is available and what steps they can take next.

As a result, significant improvements have been made during the year, including:

- The development of new education, health and neurodiversity resources
- Enhanced transition information
- Greater involvement of young people in shaping content
- The creation of innovative resources, such as Tools for Schools.

Continued collaboration with Hampshire Parent Carer Network (HPCN), SENDIASS, NHS partners, schools and young people has strengthened the quality and relevance of information available through the Local Offer.

Looking ahead, our focus will be on:

- Increasing awareness of the Local Offer
- Supporting families earlier in their SEND journey
- Improving accessibility
- Strengthening transition information
- Continuing to embed co-production across all aspects of development.

We will continue to listen to feedback, identify gaps in information and work alongside children, young people, families and professionals to ensure the Local Offer remains a trusted, inclusive and practical source of information, advice and support for Hampshire residents.

9. Appendices

9.1. Additional feedback

The Hampshire Family Information and Services Hub directory and SEND Local Offer public online inbox is monitored and administrated daily by Hampshire County Council Children's Services staff, Monday to Friday.

Details of the feedback received through this inbox, and via other mediums, can be seen on the next page. Details which may have allowed identification of individuals involved have been removed. As can be seen, feedback received directly to our inbox tends to relate to specific queries, which have been responded to.

9.2. Local Offer Action Plan

The Steering Group oversee the Action Plan for the Hampshire Family Information and Services Hub (FISH) and Local Offer. Actions for 2025/2026 have focused on the following areas:

Platform maintenance and content accuracy

- Ensuring directory updates are completed by providers, including childcare records.
- Maintaining all sections of FISH and the Local Offer with at least annual updates.
- Reviewing school information to ensure accuracy and relevance.

Digital development

- Reviewing social media options to enhance visibility and engagement for both FISH and the Local Offer.

Engagement and inclusion

- Identifying further opportunities to improve engagement with young people.
- Building engagement and usage of FISH and the Local Offer among parents, young people and professionals.

Feedback and governance

- Establishing a robust and well-utilised feedback mechanism to inform service improvements.
- Reviewing the content and governance of the Local Offer Annual Report to ensure transparency and accountability.

Planning and procurement

- Creating a procurement plan for the Local Offer for 2026 to support future development and sustainability.

9.3 Website statistics

1 September 2025 to 31 August 2026

During this period, the Family Information and Services Hub (FISH), including the Local Offer, had 244,585 users and 992,824 page views across pages within this section of the website.

The most popular content areas included:

- SEND Local Offer
- Holiday Activities and Food (HAF)
- Education and Childcare
- Best Start in Life
- Childcare and Early Years Education
- Hampshire Neurodiversity and Wellbeing Multi-Disciplinary Team pages

Most visitors accessed the website directly (via a bookmark, link or directly typing the URL) or via Google search (both paid and organic). Other significant sources of traffic included referrals from **hants.gov.uk** and paid social media campaigns. Mobile phones were by far the most commonly used device for accessing the website, with desktop computers being the second most popular device.

If you have any queries relating to this report, please contact us by email: localoffer@hants.gov.uk.

For more information about Hampshire's SEND Local Offer, visit:

ConnectToSupportHampshire.org.uk/localoffer

October 2026