

Families said: SEND information sessions are not accessible to working families

What we did

The Leeds Local Offer Team and Leeds Parent Carer Forum consulted with parents and carers in February and March 2026 to explore whether evening SEND information sessions would improve access for families.

Twelve parents and carers responded to the survey and told us they would like sessions to be available outside of normal working hours.

Based on this feedback, a pilot evening SEND information session was held at the Vinery Centre on 21 May 2026.

Impact

13 parents / carers attended the first evening drop in session.

Due to the success of the evening session, these will be hosted twice a year.

"I have found the drop ins helpful in the past. As a working parent, I often struggle to attend so evenings sessions are welcome"

Families said: They need help navigating SEND services, advocacy at meetings, and clear information about support and activities available.

What we did

The Leeds Local Offer team have:

- Reviewed information on the website.
- Developed an introduction to SEND service information booklet that is reviewed annually.
- Host monthly SEND information drop in sessions for families.
- Host an annual Leeds Local Offer Live market place event.
- host a Leeds Local Offer facebook page and WhatsApp Channel where information about SEND services is posted daily.

Impact

In 2025/26..

- The Leeds Local Offer website had 49,356 unique visitors; this is a 36% increase from the previous year.
- 251 parents / carers attended monthly drop in sessions.
- 183 people attended the Leeds Local Offer Live event, with 52 services in hosting information stalls.
- 399 Facebook page followers and 181 WhatsApp channel members.

"Attending the drop in today has given me clarity of what I need to do next to get the right support for my child"

Families said: There is a lack of information about support and resources for all key stages of transition (primary to secondary, secondary to post 16, post 16 to next steps)

What we did

The Leeds Local Offer Team worked with the Inclusion Advisory Team to update transitions information, support and resources on the Leeds Local Offer website.

Information about transitions support can be [found here](#).

Impact

The transitions support page on the Leeds Local Offer website was created in March 2026.

The page has been viewed 62 times over a five month period.

Families said: There is inconsistent knowledge and understanding of SEND among professionals, including a lack of training, and knowledge of local services, leading to mixed messages.

What we did

SEND training offer for school staff and SENCOs delivered by Learning Inclusion.

Promotion of the Leeds Local Offer to education, health and social care professionals.

The Children and Families Workforce Development Team have developed an online SEND basic awareness training package for all Children and Families staff.

Inclusive Mainstream Practice resources, and information for schools and families was launched in November 2025.

Impact

The Leeds Local Offer website had 49,356 unique visitors; this is a 36% increase from the previous year.

351 Children and Families staff have completed the SEND basic awareness training since it was launched in September 2025.

The Inclusive Mainstream Practice resources have had 2,362 unique views since being launched in November 2026.

Families said: They want to understand what they can expect from home to school transport.

What we did

In June 2026; the Leeds Local Offer Team and Leeds Parent Carer Forum worked in partnership with Children's Transport and Passenger Transport to host an online Home to School Transport information session that is available to view on the Leeds Local Offer website.

Home to school transport information session.

Impact

14 parent / carers attended the online Home to School Transport session.

The Home to School Transport page on the Leeds Local Offer has had 201 unique views since the online session.

"Thank you, the session was really helpful."

"Really informative session."

Families said: The waiting lists for diagnosis and support continue to be extremely long, and families are not getting the support they need.

What we did

The Leeds Parent Carer Forum have worked with health colleagues to bring together neurodiversity information and resources across Leeds and West Yorkshire.

The information is available on the [Leeds Local Offer website](#)

Impact

The neurodiversity information and resources across Leeds and West Yorkshire information was added to the Leeds Local Offer in April 2026, and has had 51 unique views.

Families said: Services do not have the knowledge to support with eating difficulties and there is no clear pathway for support / signposting to resources to support.

What we did

Information about ARFID support was added [Leeds Local Offer website](#) in August 2025.

The Leeds Parent Carer Forum hosted an ARFID support session for families in September 2025.

Following a survey of 55 parent / carers the Leeds Parent Carer Forum submitted a recommendations report to the ICB in February 2026.

Impact

The page of the Leeds Local Offer containing the ARFID support information has had 177 unique views.

A response has been received from the West Yorkshire NHS Integrated Care Board, which recognises the challenges families are facing.

The response highlights that there is currently no specific commissioned service in Leeds for diagnosing and treating ARFID.

You can read the response in full [here](#).

Families said: Families are provided with lots of information about preparation for adulthood but the offer is not clear.

What we did

The Preparation for Adulthood section on the [Leeds Local Offer website](#) has been reviewed and updated.

The Leeds Local Offer Team are working with specialist provisions to host localised PfA marketplace events for parents and carers.

The Voice, Influence and Change Team and SENDIASS are working in partnership with young people to develop PfA resources and information.

Impact

The Preparation for Adulthood section on the Leeds Local Offer website has had 2,127 unique views in 2025/26.

in 2025/26 academic year; the Leeds Local Offer support the delivery of 5 PfA market place events with a total of 99 parents, carers and young people attending.

Preparation for Adulthood has been identified as a task and finish group reporting to the SEND and AP Improvement Board.

Families said: Families where English is a second language struggle to access SEND services and information.

What we did

The Leeds Local Offer Team have developed an introduction video and translated it in British Sign Language, Farsi and Polish. More videos are in development.

The Leeds Parent Carer Forum have developed an introduction video and translated in Urdu, Slovak, Tigrinya, Romanian, Farsi and Polish.

The videos will be shared with schools to support the families they work with.

Impact

The introduction to the Leeds Local Offer videos have had 5 views.

The introduction to the Leeds Parent Carer Forum videos have had 14 views.