



Bedford Local Offer Key Principles

Co-produced by young people, parents, carers and professionals

Accessible – our Local Offer should be easy to find and easy to understand for all who need to access it. Clear and jargon free language will be used alongside pictures and symbols. Translation options will be available for language groups represented in Bedford. The design will be clear and simple.

Outcome focused – Service description as well as the overall design of the site will be focussed on outcomes for children and young people rather than diagnosis or difficulty. Any service review will also be outcome based.

Comprehensive – All Local Offers will include information from initial enquiry to intended outcome and will include guidance on eligibility criteria. Pathways will be detailed with clear advice about what to do and where to go if things go wrong. All services in Bedford will be included from universal to specialist.

Holistic - Our Local Offers will provide for ages 0-25 and contain information about services and support from Education (including early years settings, mainstream and special schools and colleges), Health, Social Care, leisure, employment and housing, in both the statutory and voluntary sectors.

Striving for excellence – The Local Offer should support all stakeholders working with children and young people with SEND to adapt and develop responding to local needs and priorities, always striving to improve provision and aiming for excellent services. There will be clear arrangements for feedback from users and for review by the co-producers -parent carers, young people and professionals.

Practical – The site will be user friendly and practically helpful to all who access it. Descriptions will be factual and honest about provisions providing transparency for families and young people about limitations and constraints. Timescales for waiting lists will be clear with practical support and guidance about what parents can do to support their child in the meantime.

Creative – Our Local Offer should support and develop both the creativity of service providers and service commissioners to think of flexible solutions to meet local needs and achieve best outcomes.