

Home > Residents > Education and schools > Local offer > Strategy and policies > Improving the Blackpool SEND local offer  
 You said we did

# Improving the Blackpool SEND local offer - You said, we did

Last Modified January 29, 2025



Below are the changes and improvements we have made to the Local Offer as a result of your feedback. Please use the link at the bottom to tell us if you feel we're missing anything or you have more ideas how we can improve the website.

You said	We did	We're doing
Break the information down into sections.	Created sections for parents and carers, young people and adults and professionals. There are also sections for health, and different stages of life such as early years and school age.	
There is no button for me as an adult with SEND.	The children's and young people area has been changed to <a href="#">young people and adults</a> . We have also made a video about young adults can be more independent as they get older. Its in <a href="#">Preparation for Adulthood area</a> .	
I don't know how to give feedback on what I think of the Local Offer.	We have moved the give us feedback sign to the middle of the home page so its easier to find and put them on more pages so you have more options to give us your feedback.	
I need information on transport.	We have moved the <a href="#">transport advice</a> under the parents area so its easy to find.	
I need help on how to find a personal assistant for my child	We've worked with the direct payments and made a video to answer these questions. This is in the <a href="#">complex needs team page</a> .	
I need help making a doctor's appointment.	In the <a href="#">young people and adult's</a> section, the <a href="#">health facilitation team</a> can support with this.	
The name Local Offer doesn't tell me what the website is about.	We have re-branded the website as the Blackpool SEND Local Offer and changed the web address to help people understand what it is for. The name Local Offer is a legal requirement for every council, hopefully changing the website name makes it a bit clearer.	
There is too much that's not relevant to Blackpool.	We have made a lot of changes on this as we know its really important to you, especially in the <a href="#">events</a> and <a href="#">social activities</a> for young people and adults sections. If you know of any events or groups happening locally that we haven't listed please <a href="#">email us</a> .	

It would be better if the social activities were broken down into categories.	In the <a href="#">find social activities for me</a> , in the <a href="#">young people's area</a> we have now broken down the activities into categories to make them easier to find.	
Break down the ways to keep healthy into categories	In the young people and adult's area, keeping healthy <a href="#">Keeping healthy - information for young people with SEND</a> is now broken down into physical, sexual, and mental health	
For young people in their mental health area, list the support in levels from low to high needs for support	We have now listed activities young people and adults can do for themselves <a href="#">My mental health</a> through to more intense support and listed the local support first and then more national support services	
Can we have a question of the month for parents?		Each month the local offer officer will meet with our parent groups and share which pages have been used the most that month. The parents will share this with their networks to see if there are any questions they want answering on those pages. The first question of the month will be published in October 2024.
We need help with filling out forms.	We now have a page called <a href="#">Financial advice and filling out forms</a> in the parent's area which lists places in Blackpool where you can go for help around filling out forms, benefit advice and legal advice around managing your child's finances.	
I need help when using my bank.	Most banks offer disability support. In the young people and adults area, under <a href="#">help with money</a> there are contact details for the disability teams at the major national banks.	
We need to separate the ways young people can keep healthy.	In the young people and adult's area, <a href="#">keeping healthy</a> has been broken down into physical health, sexual health and mental health.	

 [Tell us if you know of any groups that we're missing.](#)

[↑ Back to top](#)

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