



Hackney Council Improving Access to SEND Services with the Idox Local Offer Directory

Challenge: Making SEND Information Easy to Find

Hackney Council supports children and young people with special educational needs and disabilities (SEND). However, families and professionals needed a clearer, more accessible way to find information about local services, activities and support.

To address this, the council partnered with Idox to upgrade its Local Offer online directory and create a single, trusted source of SEND information.

Solution: A Modern Local Offer Directory Built with Users

The redevelopment of the Local Offer directory was shaped by consultation with parents, carers, childcare providers, SEND coordinators and council teams.

This collaborative approach ensured the platform is:

- Easy to navigate
- Relevant to families and professionals
- Practical for service providers to maintain

A Central Hub for SEND Services and Support

The upgraded directory provides up-to-date information on:

- SEND services and activities
- Eligibility criteria and support pathways
- Health, education and social care provision

Families can explore suitable opportunities for children and young people with additional support needs, while professionals can quickly access guidance, templates and policies.

“The directory itself has been very useful in terms of supporting the families. The refresh project has made a real difference, and we get a lot of feedback from parents saying that they are finding it easier to use.”

Fatima Farook,
Family Information Services Manager

Supporting Childcare Providers and Families

Childcare providers can manage their listings by:

- Uploading service details and posters
- Updating vacancies
- Indicating funding availability

Families can search for childcare by availability or funding type, making it easier to find suitable provision. The digital directory replaces printed booklets and allows information to be shared quickly via email, text or WhatsApp.

Results: Stronger SEND Support Across Hackney

The improved Local Offer directory has strengthened communication between Hackney Council, families and service providers. Parents can make informed choices with confidence, and professionals can deliver timely, effective support.

Hackney Council continues to gather feedback to ensure the directory evolves alongside the needs of the SEND community.

Email marketing@idoxgroup.com to find out more about Idox's solutions.