

Practice guide

SEND & Alternative Provision

Inclusive Education- Local Inclusion Support Offer, Manchester

Background, purpose and rationale

The Local Inclusion Support Offer (LISO) was developed as part of the Change Programme Partnership to strengthen outreach support for mainstream schools and improve inclusion practices. Its purpose is to provide a structured, city-wide approach that upskills schools through training, advice, and direct delivery, ensuring they can effectively support pupils with additional needs. The rationale behind LISO stems from feedback indicating that existing outreach services were fragmented and difficult for schools to navigate. The offer builds capability to more effectively identify and meet needs in mainstream settings through improving whole-setting approaches rather than continuing with the current individualised model of support. By introducing a coordinated training calendar, clear referral processes, and practical modelling in schools, LISO aims to create a comprehensive, accessible system that enhances capacity, promotes whole-school approaches, and aligns with wider resources such as inclusion toolkits and Family Hubs. Ultimately, this initiative seeks to close gaps in current provision, make support more efficient, and foster collaboration across education, health, and social care sectors.

What we did to improve children's outcomes

To improve children's outcomes, the LISO initiative focused on creating a more coordinated and accessible support system for schools. It introduced a comprehensive training calendar to promote a whole-school approach rather than limiting development to SENCOs, ensuring reach to staff across all phases from Early Years to Further. The offer included three tiers: training, advice, and direct delivery:

- **Training:** wide-ranging CPD delivered by expert teams with flexible formats (in-person, virtual, twilight) which linked to DfE priorities.
- **Advice:** access to specialist teams; solution circles and consultations; tailored advice for cohorts and individuals; support for transitions and reintegration; collaboration with families and professionals; and empowering SENCOs and staff.
- **Direct delivery:** targeted interventions; in-reach and outreach models, use of assistive technology like AV1 robots; speech and language workshops and consultations; occupational therapy and sensory support; and support for transitions and reintegration (e.g. EBSA, SEMH outreach)

They streamlined the referral process so schools could lead with evidence of prior interventions and agree on action plans, making support more targeted and effective. Additionally, efforts of health and social care partners were triangulated with integrated offers like inclusion toolkits and Family Hubs, with surveys supporting tailoring of future training to schools' needs. These steps aimed to build

capacity, reduce gaps in provision, and ensure schools could better meet the needs of individual pupils.

What was the impact?

The impact of the Local Inclusion Support Offer (LISO) has been significant in improving clarity, coordination, and accessibility of support for schools. By launching a structured training calendar and hosting webinars to navigate the offer, schools reported a better understanding of available resources and how to access them. The initiative also introduced systematic tracking of training and referral data, enabling a clearer picture of outreach effectiveness and areas for improvement. Schools benefited from tailored advice and modelling of inclusive practices, while surveys ensured future training aligned with their needs. These changes have led to stronger collaboration between education, health, and social care, and provided schools with practical tools and confidence to support pupils with additional needs more effectively.

Resources

LISO Navigating Document
Autumn 2025 Calendar Example
LISO FAQs
Supporting Inclusion in Mainstream Manchester Presentation

Find out more

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