

Hampshire's SEND Local Offer

<https://fish.hants.gov.uk/localoffer>

Annual Report 2017-2018

Produced August 2018

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1. Local Offer feedback and annual reports

1.1. Background

The Children and Families Act (2014) requires every local council in England to:

- Publish a Local Offer, setting out in one place information about provision they expect to be available across education, health and social care for children and young people in their area who have Special Educational Needs or are Disabled (SEND), including those who do not have Education, Health and Care (EHC) plans.
- Publish an annual report on feedback about the local offer, showing what children, young people and parents have said about the local offer, and what the local authority has done in response to their comments.

More information on what the Local Offer should include is in the SEN (local offer) regulations 2014.

The [SEND Code of Practice 2015](#) (chapter 4) explains the statutory duties on local authorities to develop and publish a Local Offer setting out the support they expect to be available for local children and young people with special educational needs or disabilities (SEND). It covers:

- preparing and reviewing the Local Offer, including involving children, young people and parents and those providing services
- publishing the Local Offer
- publishing comments on the Local Offer and the action to be taken in response (using a “you said, we did” approach)
- what **must** be included in the Local Offer
- information, advice and support

1.2 Publishing comments about the Local Offer

Comments **must** be published if they relate to:

- the content of the Local Offer, which includes the quality of existing provision and any gaps in the provision
- the accessibility of information in the Local Offer
- how the Local Offer has been developed or reviewed

For previous annual reports and information about feedback you can view this page: [Local Offer feedback and annual reports](#)

1.3 Who can provide feedback?

Anyone!

Parents; carers; professionals (including school staff, health professionals, social workers etc.); other people who support children and young people aged 0 to 25 years who have additional needs and the children and young people themselves.

1.4 What feedback can I give?

You can tell us if you couldn't find what you were looking for – it might be because the information needs to be labelled differently or the information isn't there and we can add it.

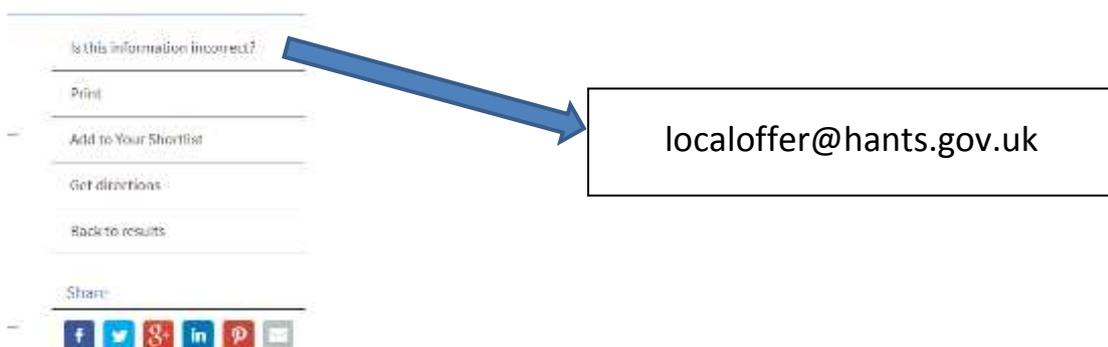
If you know of an event or activity that isn't listed on the Local Offer but would be helpful for other Hampshire families, please let us know so that we can invite them to add their information.

If you have any feedback about how the pages are laid out or just let us know about your experience with using the website we would be grateful. This will help us continue to improve Hampshire's Local Offer.

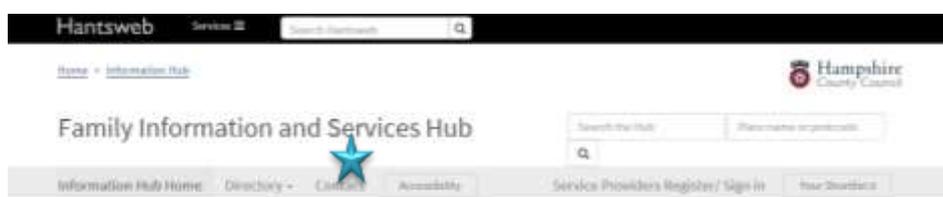
Please also let us know if a record has a link that isn't working or a record is out of date so that we can continue to provide Hampshire families with helpful and up to date information.

1.5 How can I provide feedback?

Every provider listing page on the Local Offer has a link for users to leave feedback (see image below). This option, links to a designated SEND Local Offer mailbox which was set up to respond to all feedback, comments and enquiries. All feedback is logged with details of action taken and by whom.



Alternatively, if you have a general comment about the Local Offer site or the Family Information and Services Hub (rather than just about one provider) you can fill in the contact / feedback form (★), which can be found at the top of the website, here:



To see what feedback has been received (from September 2017 to August 2018) please see sections 4 and 5 below.

2. Content – number of records:

Subsection	Number of provider listings	Number of information / guidance articles
Family Information and Services Hub (FISH) – which includes the following:	TOTAL: 2098	TOTAL: 942
Hampshire’s Local Offer	1133	199
Young people with SEND (including Local Offer preparation for adulthood pages)	347	83
Short Breaks (Hampshire Gateway) – activities, leisure and plan for children and young people with SEND	337	11
Family Support Service	184	21
Hampshire Futures	88	8
All activities leisure and play	395	3
Children in Care / Care Leavers	0	4

3. Promotion

Local Offer promotional activities have included:

- Editorial in Hampshire Governor Autumn 2017 edition
- Hampshire Parent Carer Network (HPCN) Get together events – during January / February 2018
- SEN Information Day – March 2018
- Presentations / Q and A sessions at area Local Implementation Group meetings throughout March and April 2018
- HPCN Talk Together events – during June 2018
- Joint presentations with Adult Services ‘Connect to Support’ colleagues during 2018
- “Hantspoll” survey to raise awareness to Hampshire County Council staff – June 2018
- Autism Ambassadors event June 2018
- Training session with Citizens’ Advice volunteers
- Early Years Education and Childcare Workforce Recruitment Event June 2018
- SEN team training / awareness raising
- Contact Centre presentations / Q and A sessions

4. Local Offer Review Activities

4.1 Local Offer Peer review - SE19 LO Local Authority (LA) Support Group

A second Local Offer Peer Review Workshop was held in the South East region during March 2018.

The purpose of the workshop was to enable local authorities to act as a peer review and challenge to another local authority in the region. In doing this, local authorities were to:

- Review a partner Local Authority's (LA) Local Offer using a range of case studies and have their Local Offer reviewed in return;
- Identify how their partner could improve their Local Offer and receive feedback on their own;
- Share good practice and ideas to improve individual Local Offers across all LAs in the region;
- Identify any regional issues and develop solutions; and
- Involve parent carers and young people in the development of Local Offers.

The case studies used for the Local Offer Peer Review covered a range of ages and needs. Each case study included the child or young person's name, age, their needs and any other key information. The case studies then featured a table which detailed what the child or young person would be looking for on the Local Offer.

For each piece of information that the child or young person would be looking for, LAs were asked to consider and make note on the following points when locating the information on their partner's Local Offer:

- What information could you find?
- How easy was it to find the information?
- What information was unavailable or you couldn't locate?
- Any suggestions for improvement?

The case studies were designed to help LAs review elements of the Local Offer and receive user-style feedback; they were not designed to review Local Offer compliance.

Further details can be found here: [Local Offer \(Local Authority\) Support Group](#)

4.2 Young people's review

A review of Hampshire's Local Offer was carried out by young people with SEND. To find out what they said please see their feedback below.

4.2.1 Objectives of the session

1. To review Hampshire's Family Information and Services Hub (FISH) including the Local Offer.
2. What they liked / did not like about the website.
3. What information was missing.
4. Suggestions for improvements

How they reviewed the websites - During this session the Young People's Engagement Group (YPEG) members looked at FISH and the Local Offer in order to provide feedback as part of their statutory requirements.

The group used tablets to look in pairs as well as projecting onto the wall so young people could direct the whole group to see the same thing at once.

4.2.2 Young people said – we did

Review question	What young people said	What we did
What do you like?	Young people liked the video on health checks.	Where information for young people is concerned, have endeavoured to

	<p>They found the font easily readable. They liked that there was lots of information on the theatre as that's a fun activity and could help a person with anxiety but they wanted more generalised content.</p> <p>They also liked that the holidays section didn't just focus on going abroad but identified that it was simply times that a person wasn't at school or work.</p>	<p>either provide Easy Read format and / or include videos, where available.</p>
<p>What don't you like?</p>	<p>Young people disliked the way the way the results came up on the local offer (under preparation for adulthood). They understood that it linked to different parts of HCC's (FISH) website but wanted results to be displayed in a way similar to the young people's section on FISH, including icons, before directing you further.</p> <p>They disliked the way activity/ company results displayed underneath the FISH site results.</p> <p>They also raised that the pictures into the preparing for adulthood area didn't display well on tablets. The group found that having similar areas was confusing.</p>	<p>The preparation for adulthood section of the Local Offer had been co-produced with parents who had 14 to 25 year olds which meant that the lay out and content reflected parent feedback, in addition to the requirements of the legislation.</p> <p>Following previous feedback from young people (an engagement conference during January 2014) young people wanted their own pages, which covered information that was different to the above. This is why the information can be accessed from two different locations. Where there's duplication, the pages are linked.</p>
<p>What's missing</p>	<p>Young people said that they would like a video on what to expect when going to the dentist as this is a situation that can make lots of people nervous.</p> <p>They also requested a video around hospitals and healthcare. Young people wanted it to show checking in at reception, what will happen when going in via ambulance, what sort of tests you should expect to happen and also knowing who can put you in the right direction.</p> <p>Young people also discussed knowing what information you had to share when going to the doctor's surgery. Young people felt that receptionists often asked what the problem was and they were uncomfortable sharing this and not all were aware that they didn't</p>	<p>Video added to this page: Looking after your teeth</p> <p>Added video to this page: Health check demonstrating what happens during a health check.</p> <p>Action: Need to create a page that covers the issue raised about receptionists.</p>

	<p>have to tell receptionists this information.</p> <p>Young people also requested further information/ videos on things to do such as: theatre, theme parks, zoo, cinema, activity centres, going shopping and also what to expect in restaurants.</p> <p>Young people wanted further information on using public transport including bus/ train unwritten rules (etiquette) and how to read paper timetables for when the interactive stops and apps aren't working.</p>	<p>Added information (including a video) about going to the theatre.</p> <p>Action: to develop pages / videos re theme parks; zoo; activity centres and shopping.</p> <p>Action: to review the information regarding using public transport to ensure that it addresses the issues raised.</p>
<p>How can we make this better?</p>	<p>Within the online shopping section it describes a padlock image and https to show that a site is secure. Young people felt that they would like a picture showing what it looks like and where they would find it.</p> <p>Young people also identified links to videos that were broken within the life skills/ shopping sections.</p> <p>They also spoke about what information you should share immediately when speaking with healthcare professionals such as chest pains and difficulties breathing. Young people decided that a video might be a good way to present this information</p>	<p>Re Shopping page:</p> <p>Added additional information including images to demonstrate the secure / dangerous icons.</p> <p>Checked the broken links and either replaced or removed.</p> <p>Information available via NHS choices articles. Checked tagging to ensure that these would be returned in search results.</p> <p>Action: ongoing review of new content available</p>

4.3 Parent / carer review

Regular meetings with parent / carers from both Hampshire Parent Carer Network and Parent Voice have provided valuable feedback. Their support with promoting the Local Offer, identifying missing providers and providing feedback re inaccurate / out of date information has also been invaluable. This continues to help ensure that the Local Offer is an up to date and valuable resource.

4.4 New Hampshire County Council SEN staff – review activity

A task style activity was carried out to gather additional feedback from new staff members. This piece of work included the following:

1. How easy is it to find information? How did you search for the information? E.g. search box / filters / buttons etc.
2. What information could you not find? If you used the search box, what key words did you use?
3. What information did you think was really helpful?

4. What do you like about the website? What didn't you like about the website?

The feedback provided a wealth of information that highlighted positive aspects and areas for improvement (including some broken links). The broken links identified have been changed and an action plan created to address the other issues raised.

'What information did you think was really helpful?': -

- The sheer amount of information on the website about so many different topics!
- The tone of what is written, from that aimed at young people with SEND or care leaver to general family information sits really well. Nothing comes across as patronising or condescending, or too complicated. It is just clear, concise and relevant, and hits the right tone throughout.
- The 'Family Support' section of FISH is nicely laid out, clear and concise and I feel it is a good place to start when looking for advice/guidance on topics.
- The 'Young people in care' section is extremely detailed and thorough, and very clearly laid out/put together.
- The jargon buster on the LO is handy; however it is not really obvious that it exists most of the time – I only came across it by chance.

'What do you like about the website?' returned some positive feedback, which included: -

- SEN Information in the LO about lots of schools/colleges/nurseries is very detailed, which is good as it means you don't need to visit each of their websites individually or request information – it is there immediately, so you can discard that option or look at getting more information if it sounds like what you want.
- On the LO the filtering of results is fairly simple and straightforward which makes it very easy to use.
- The videos on the site are great (e.g. on EHC plans) and really lift a page, and are a good alternative way of communicating some topics that could otherwise be really wordy to explain via text.
- The shortlist facility on the LO works very well and has a nice way of filtering levels of details when you go in to compare childcare providers for example.
- Although there are few pictures/videos on the whole site, the look of the website is minimal and simplistic, and easier to view than being too fussy or flashy, so I don't think it takes anything away. Much better to keep it simple than fill it full of irrelevant or bad stock photos.

Helpful feedback included a number of items requiring actions, a few of which are included below:

Observation / issue raised	Action taken
<p>https://fish.hants.gov.uk/kb5/hampshire/directory/family.page?familychannel=4-1-4 – this page doesn't quite follow the same 'accordion' layout of the other pages in the 'Young people in care' section. It seems a bit daunting as you are hit with a wall of text currently – could 'Going to School' be put as a section in the accordion, and then just a short introduction at the top.</p>	<p>Added "Going to school" into an accordion layout to better improve the layout of the page, rather than having to scroll down lots of text before realising how much information is on this page.</p>
<p>https://fish.hants.gov.uk/kb5/hampshire/directory/family.page?familychannel=4-1-5 – on this page when you open up the accordion sections the titles are repeated at the top, e.g. 'eating well' – this isn't really necessary and looks a little cluttered.</p>	<p>All titles removed from each accordion section.</p>

<p>https://fish.hants.gov.uk/kb5/hampshire/directory/advice.page?id=nd9NyaR5sRc – Under ‘Grocery shopping: the weekly shop’ – was there supposed to be a link to budgeting here?</p> <p>Before going on a weekly shop, it budget <see info on budgets>.</p>	<p>Removed <see info on budgets></p> <p>Replaced with link to free budget planning tool</p>
<p>Random typo found at https://fish.hants.gov.uk/kb5/hampshire/directory/advice.page?id=c44J3-5Cj6E :</p> <p>Toileting</p> <p>The Hampshire County Council Specialist T and parents:</p> <p>The Local Offer page for the Specialist Team related services on the right of the page.</p>	<p>Spelling error amended</p>

5. Other feedback received / you said, we did - (feedback received via Local Offer)

94% of all enquiries received relating to the Local Offer related to providers requesting support or access to add or update their records.

6% of Local Offer enquiries related to specific enquiries. These can be found in the table below:

Local Offer feedback relating to specific requests for help / information:

Request for Information	Please would you e-mail me a list of Secondary Schools in Hampshire with Learning Support Centres attached. I have a son with Down Syndrome and we're looking for an appropriate school for him post-11. Thank you.	Replied with links to Local Offer search page with Post 11 Special Needs Schools and Learning Centres. Also CC'd in Support4SEND so they're aware and can provide further support if needed.
Request for Information	**** has complex learning needs and we feel he would benefit from some support from groups local to him in the holidays. The carer lives in **** and is happy to facilitate him attending groups.	Sent links to appropriate services on the Local Offer and pointed them in the right direction of who to contact for support.
Request for help	We need to put a link to the local offer on our website. Would it be possible if you could provide us with a link that I can use?	Sent link and guidance
Incorrect information	I was looking up activities for an 11 year old with additional needs in Eastleigh area today and your website states that the GO Club have an Eastleigh group however on further investigation the GO club website only shows clubs in Basingstoke and Havant currently so this information is incorrect.	Thanked the sender for their email update and assisted the provider with updating / removing their information.
Incorrect information	i just wanted to let you know that the Dysgraphia link at the bottom of this page takes you to an online shoe shop https://fish.hants.gov.uk/kb5/hampshire/directory/advice.page?id=gYaGdyRFsI4	Checked link, removed inaccurate one and replaced with new one that worked

Request for information	Do you know if there is a North and South Hampshire Local Offer, or does it all come under Hampshire?	Advised that they all come under Hampshire (apart from Southampton and Portsmouth - who have their own Local Offers - the links to which are on this page Living on the border of Hampshire)
Request for help	Hello, I'm after some advise how we go about getting help to have a shower installed for our 16 year old with iliotibial band syndrome and finds getting in and out of the bath at times painful.	"The Children and Families Occupational Therapy Service" is part of Hampshire's Social Care, Disabled Children's Teams. They provide an equipment and adaptation service to disabled children in their own homes. To view further information, please view this page: Childrens Occupational Therapy (Social Care) Their Local Offer details (at the bottom of that page) includes details explaining how you can start using the service, amongst other things. See also this advice page: Bathing

6. Webstats

Webstats September 2017 to August 2018

