

Hampshire's Local Offer



Annual report on feedback received

<http://www.hantslocaloffer.info>

Introduction

The Children and Families Act 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 SEN or are disabled, 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 (SEN) or disabilities. 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

Publishing comments about the Local Offer

4.22 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

Annual report on feedback about Hampshire's Local Offer 2014 to 2015

Thank you for your valuable feedback on Hampshire's Local Offer (<http://www.hantslocaloffer.info>). The Local Offer will continue to develop in time and with your feedback we hope will become an invaluable resource to help you find your way to reach the best solutions for you and / or your child.

By sharing your feedback you have helped ensure that, for example, information is easier to find, missing information is added and that existing content is up to date.

The Local Offer feedback also relates to the requirement for Local Authorities to keep their educational, training, health and social care provision (and the quality of this provision) under review and ensure that gaps in provision are identified. The feedback received can then help to inform the development of future strategies and provision of educational, social care and health services locally.

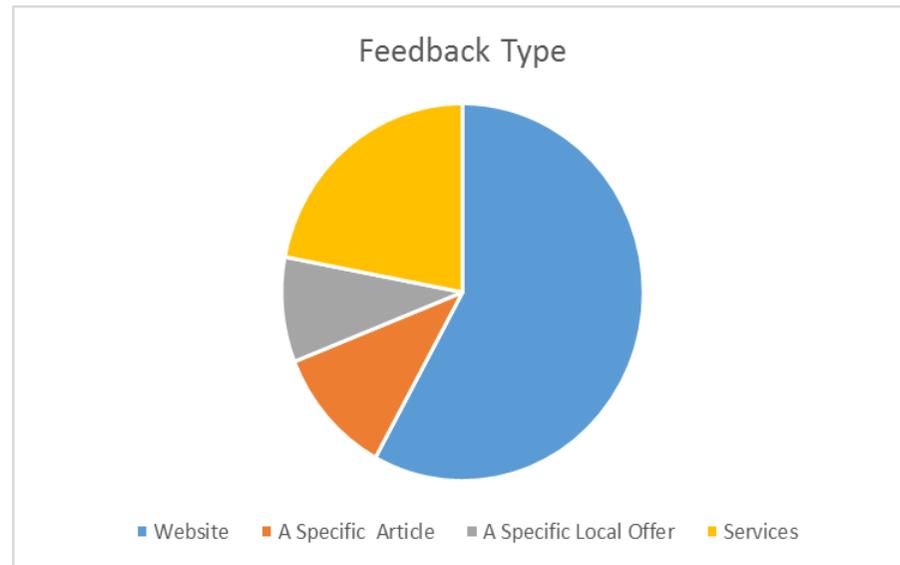
Local Offer comments

The majority of Local Offer feedback has been received through the Local Offer [feedback page](#), however, some has been submitted using localoffer@hants.gov.uk or by contacting our delivery partners (Parent Voice).

The feedback comments are categorised as follows:

- comments about the website
- services available as part of Hampshire's Local Offer
- a specific Local Offer
- a specific Article
- something else

Figure 1 (across) highlights the range of feedback type received: -



Feedback received, between September 2014 to August 2015:

Date	Subject matter	What you said	What we did	Planned activity
Website				
16/ 09/2014	Content accuracy	Error in glossary. Gastrostomy NOT gastronomy	Spelling changed and email response given	Continue to quality control content for spelling errors
27/11/2014	Content accuracy	The section on hints and tips for parents explains how to fill in a DLA form. However, when I tried this I was told DLA no longer existed and we had to apply for PIP.	Article was updated with appropriate information http://www.hantslocaloffer.info/en/Where_can_I_get_support_with_my_DLA_forms%3F_-_FAQ	Ensure that changes to legislation are monitored and the Local Offer updated to reflect this
16/03/2015	Content accuracy	The information on Post 16 Transport contains links which appear to be very old/out of date	Sent feedback to transport colleagues with request to update information if necessary. Updated the information and also added additional information, which hopefully will be helpful to families.	Added details of publication date and author to the administrative version of the Local Offer to enable easy identification of review date and information owner.
23/09/2014	Accessibility	The website is not accessible to people with a learning disability.	Unfortunately the feedback did not include details of why it isn't accessible, the type of learning difficulty or any contact details enabling us to address this.	Contact details field was made mandatory as the opportunity to discuss this in more detail would have been really valuable
24/09/2014	Missing content	Gaps in the information available on the website	Contacted feedback author and explained that the site is still under construction which is why some information is missing. Unfortunately we were unable to ascertain the details of what information they were looking for.	Whilst actively promoting the Local Offer ensure that one of the key messages includes raising awareness of the importance of providing feedback
25/10/2015	Missing content	Just trying to ' create a book ' and searching for providers for my son's transition to secondary school. I've searched for Dove House Basingstoke, The Abbey Farnham and More House Farnham and cannot find anything searching the local offer. I've had to search using Google.	The Abbey and More House schools are in Surrey – details for these schools should be listed on Surrey's LO (the link for which is on Hampshire's Local Offer) Dove House school have since added their local offer (including link to SEN information Report to the Local Offer - http://www.hantslocaloffer.info/en/Dove_House_School_Academy)	To consider adding an explanation to the Local Offer to make this clear

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27/11/2014	Missing content	Sparsholt College don't seem to be included in post 16 colleges	Sparsholt College have since added their details to the Local Offer http://www.hantslocaloffer.info/en/Sparsholt_College	Monitor the uploading of content for all Hampshire colleges and chase if missing
06/01/2015	Missing content	Could not find anything relevant to CAMHS on the Local Offer website. The page that has CAMHS in the title appears to be blank. We thought you would like to be aware of this.	CAMHS local offer information added to the Local Offer:- http://www.hantslocaloffer.info/en/Child_and_Adolescent_Mental_Health_Service_(CAMHS) CAMHS article also added http://www.hantslocaloffer.info/en/Emotional_health_and_wellbeing_-_CAMHS	Monitor blank pages and ensure that content is added
20/01/2015	Missing content	I was hoping to direct a parent to some information about the Tribunal process, but sadly I couldn't find any. The only thing I found was the details for the mediation services.	Provided link to information on the LO. The 'tagging' and search settings were incorrect so have been changed so that it can be found under IAS, My Education Training and Work as well as SEN Support. Its also been linked to the mediation article	Ensure that appropriate keywords and tagging are used when content uploaded.
05/02/2015	Missing content	I am a first time user of your local offer and I am disappointed. I hoped it would be a one-stop shop of information but I find there are large chunks of information missing. I have a daughter with pmlid and am looking for information on post 16 provision. Your senior education lists misses several Hampshire SEN schools and do not list any Dorset provision. My understanding is that the local offer should include information about all local schools, being within county or out.	The Hampshire Local Offer will include all Hampshire based schools. The links to all 13 border authorities have been added to the 'Contact us' page to better enable visitors to view information in neighbouring authorities. All Hampshire SEN Schools are listed on the Local Offer	Need to gain feedback as to whether it is sufficiently clear that the decision has been made to include all Hampshire based schools only and that schools in border authorities can be found on their Local Offers.
02/06/2015	Broken Link	I've just spotted a broken link that goes to nowhere	Link identified and fixed.	We have incorporated a process for identifying broken links that are immediately attended to.
20/08/2015	Compliment	Please would you pass on a note of thanks to someone in the SEN team. He signposted me to the 'Local Offer' website pages, when faced with my rather long and rambling telephone enquiry. Would you let him know that these were exactly what I was after. Why had no one else I had encountered during the duration of my enquiry prompted me to look here? I think it probably should be advertised or promoted more aggressively.	Continue to promote Hampshire Local Offer to officers who have direct links with, and speak to, families. Promotion from September 2014 has focussed on internal departments who work directly with families, in addition to Hampshire Parent Carer Network meetings across the county.	An external communications plan has been drafted for numerous activities to commence in September 2015 promoting the Local Offer to a much wider audience.

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Providers				
03/11/2014	Uploading information of service	We submitted all of our information for the local offer; however I cannot find my organisation when I click on respite and support, short breaks.	The organisation was contacted and their local offer was amended with the appropriate 'tagging' so that it could easily be found under the "Short Breaks" heading.	Ensure that organisations select the appropriate key words when adding their details to ensure they can easily be found on the LO
04/11/2014	Information links	At the time of schools writing their SEN information reports I was advised that the schools should not put details of how the provision of a resourced SLCN unit works as that would be explained on the Local Offer. I know schools that have SEN reports but they are not linked to the Local Offer.	<p>Added details for Communication and Language specialist services to the Local Offer http://www.hantslocaloffer.info/en/SpecialistTeacher Advisory Service - CaL</p> <p>31 July '15 100% of all Hampshire Special schools are listed on Hampshire's Local Offer</p> <p>97% of all maintained schools in Hampshire are on Hampshire's Local Offer.</p>	Monitor further feedback received relating to this content
Commissioning				
04/11/2014	Service provision	Lack of suitable post 18 Further Education in Basingstoke & Deane for young people with severe Autism and learning difficulties. As a never ending expanding town, why is there not a similar establishment to Newbury College for local residents?	Emailed with response: "We do have a level of post 18 Further Education provision in the Basingstoke area but we are aware that this needs to be developed further. We are in discussion with local colleges to address this". Took further details and enabled the author to discuss her case further with a named officer.	SEN Post 18 provision to continue to be reviewed
11/05/2015	Service provision	<p>There is a lack of available childcare for my daughter who is registered disabled and 10yrs old. I have tried to find childcare locally to no avail and there is nothing listed on the Local Offer website. There is an obvious gap in provision and this needs to be acknowledged and built into your joint commissioning plans to ensure that the local authority is meeting its duty to ensure there is sufficient childcare for disabled children.</p> <p>The Hampshire childcare team has been unable to find</p>	Consultation took place with the Services for Young Children lead officer for the area in question. A couple of childminders were identified as being able to support the childcare requirements and their contact details were shared with the parent for their consideration.	To continue to review service provision for childcare throughout Hampshire and ensure that the details are included on the Local Offer

		<p>any suitable childcare for us - they thought that they had found suitable childminders but when i contacted them they were unable to help. I am left with no childcare and this is impacting on my ability to work, study and take a break from caring (as there are no suitable short breaks after school either in our local area)</p> <p>I look forward to seeing your response to this concern when you publish your Annual report re feedback provided to the Local Offer. Thank you. I do not need you to contact me in relation to this feedback</p>		
15/07/2015	Service provision and information on the Local Offer	<p>This document http://www.hantslocaloffer.info/index.php?title=File%3Aasen-post-16-provision-yp-2014-15.pdf&page=8 refers to Supported Internships as part of Hampshire's local offer for Post 16s with SEND. Nowhere on the site does it tell me where these are based which would be helpful. This article http://www.hantslocaloffer.info/en/My_education_training_and_work_-_Supported_Internships says to contact my local college but I have contacted 4 colleges in Hampshire, one in Southampton and two in Portsmouth and none are running Supported Internships. So it would seem there is a gap which needs to be explored as part of the joint commissioning process. In the meantime, please could you send me a list of all colleges offering Supported Internships for Sept 2015?</p>	<p>Contacted all colleges to establish which colleges have supported internship spaces.</p> <p>Also sent eligibility criteria and contact details for SEN traineeships to parent for their perusal.</p>	<p>Reviewed content on Local Offer and replaced with more up to date article</p> <p>We are reviewing this provision via our commissioning work.</p> <p>Work has also commenced to begin developing this area of work across Hampshire.</p> <p>Updates will be provided when available.</p>

Please continue to let us know your thoughts by either filling out the [feedback form](#) on the Local Offer or by emailing localoffer@hants.gov.uk