



<http://www.hantslocaloffer.info>

Subject matter	What you said	What we did	Planned activity
Website			
Missing organisation	I am looking at a query for a family with a young man (under the age of 10) who is just starting to show signs of mild Tourette's. I was looking for the contact details for the Hampshire Tourette's organisation.	Added Tourette's Action to the Local Offer: - http://www.hantslocaloffer.info/en/Tourettes_Action	N/A
Organisation to include on LO	There is a national charity called Newlife Charity that provides equipment for children in Hampshire with SEND. I think this would be a good organisation to include as it may help plug the gap with the equipment that families need but are unable to get it from statutory services for whatever reason. They offer other services such as specialist advice etc.	Added to Local Offer: http://www.hantslocaloffer.info/en/Other_equipment_-_Newlife_Charity	N/A
A specific Local Offer	http://www.hantslocaloffer.info/en/Coppice_Spring_School when you look on this local offer the link to the school's SEN information report takes you to a webpage where there is some text written possibly in Latin and unfortunately i can't read it.	Contacted the school and ensured that the link to the SEN Information Report on the Local Offer is the correct version.	To continue checking links to school SEN Information Reports to ensure information is accessible.
Missing organisations	I was looking for a babysitter/childcare provider for a parent of a young man (13+) I could only find childcare providers for pre-school children. Have I missed this?	The Area Inclusion Coordinator (Services for Young Children) spoke to the parent at length on the phone who was subsequently grateful for the advice given. No further request / feedback has been received since.	N/A
Missing content	A parent from a local support group (Eastleigh) was asking about The Keppel Centre which is an in reach centre provided by the Primary Behaviour Service. I can't find anything about it on the LO, or anything about the PBS either	Information added to the Local Offer: https://www.hantslocaloffer.info/en/SEN_support_-_The_Primary_Behaviour_Service	N/A
Content	Your website gives lots of information about services; organisations etc but they're just lists. Parents of these children are busy and often tired and stressed people. They need something more structured, more related to their child and circumstances, more specific.	Fed back re available search functions, the 'create a book' function and Parent Voice helpline (telephone: 0300 303 8603) for support to find the information. Established that the need was for information re short break & respite for a 13yr old with complex learning and behaviour difficulties. Was able to provide a number of activities available for consideration. Parent seemed really pleased with information provided	Ensure that promotion of the Local Offer continues to highlight these options for those visitors who may need it.
Incorrect link	I was looking for Ringwood Junior (http://www.hantslocaloffer.info/en/Ringwood_Junior_School) School's SEN information report but the link to it takes me to Robert May's School http://www.rmays.hants.sch.uk/page/?title=SEN+Information+Report&pid=457 .	Contacted Ringwood Junior school and replaced the link in their local offer to directly link to their SEN Information Report rather than their SEN policy Also checked that Robert May's school had the correct link to their details (it didn't work so we amended that too)	Sent out communication to all Hampshire schools requesting them to update their SEN Information reports and check their Local Offer details
Misleading content	"I am the Portsmouth Hospitals lead for the local offer info. I have today looked at the website and there is some misleading information about the services provided on the info page. We are a district general hospital and as such provide physical health and ill health services, not those described in the additional info. Could I ask that this be corrected please as I have received a message from a very concerned mother who believes we should be assessing her son for autism".	Emailed response: Thanks for your email and I am sorry that the Local Offer appears to be providing misleading information about this service. http://www.hantslocaloffer.info/en/Portsmouth_Hospitals_NHS_Trust - the only reference to Autism is in the "caters for" box in pink on the right hand side of the page and in the following inclusion "We work closely with parents of children with autism to ensure that their admission goes as smoothly as possible". This means that if a child presents at the hospital with an autistic spectrum condition you would be able to meet their needs, not that you are providing diagnostic service. NB: Asked the sender to clarify which part of the Local Offer they needed amending in light of the above	Continue to maintain close relationships with Health colleagues and monitor content / feedback received.
Content – respite and short breaks	On the Respite and Short breaks Page should it not also distinguish between open access short breaks & direct viewers of the LO to the Hampshire gateway page and Short breaks and respite requiring a Social Care assessment.	Amended the text to ensure that the explanation is clear: http://www.hantslocaloffer.info/en/Respite_and_Support_-_Respite_and_short_breaks	N/A

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Content - epilepsy	I've noticed that epilepsy is not listed in the specialisms drop down box, as the parent of a child for whom seizures are a large part of his developmental delays finding services who are able to deal with the seizures is really important. I really like the website overall though!	Email response: When designing the Local Offer site, we created the filter "Complex Health Needs" to cover conditions such as epilepsy (rescue medications), peg feeding etc. Would it be helpful to amend this to read "Complex Health Needs including epilepsy" or do you feel epilepsy needs its own descriptor?	Unfortunately we did not receive a reply to our response so we will continue to monitor feedback received and make appropriate changes if necessary.
Search facility	When i searched for "support 4 SEND" it didn't come up on the first search page, i didn't have time to check all the pages. A search for parent partnership brought up the correct page and can see that it is put as one word, i wasn't aware that that is how it will be so i can see that other people will make the same mistake. Is there a way that when it is written as separate words especially with the number 4, that it will come up on the first page of the search?	You can search for a string (i.e. more than one word) by putting it speech marks "children in care" for example. This is explained in the Local Offer top tips The search facility was 'tweaked' to ensure that when typing "support 4 send" separately as well as "Support4SEND", it brings up the correct information.	N/A
Search facility	When i search for inclusion partnership agreement i am given loads of pre school local offers which obviously have it mentioned in their offer but i was looking for info about it which should always pop up first in my opinion.	Article written and published: http://www.hantslocaloffer.info/en/SEN_support_-_Inclusion_Partnership_Agreement_(IPA)	N/A
Content needing updating	Just want to highlight when sending this document to a parent that it refers to Parent Partnership instead of Support4SEND http://www.hantslocaloffer.info/en/Information_advice_and_support_-_Worried_about_a_SEN_issue%3F	Contacted Support4SEND to request an updated version Leaflet is being rewritten and will be added to the LO as an article	N/A
Missing link	http://www.hantslocaloffer.info/en/Financial_support_-_Benefits_post_16 In first paragraph about DLA is says to click here to view (the PIP checker tool) but there is no hyperlink to take you to the checker.	Hyperlink has been added	N/A
Incorrect link	I've just searched for the SEN information report for Chawton CE Primary School. The link takes the reader to their SEN Policy. Their SEN information report is available on their website though.	http://www.hantslocaloffer.info/en/Chawton_CE_Primary_School Replaced the link to the SEN Information Report with http://www.chawton.hants.sch.uk/chawton_sen_local_offer-2.doc	All links to SEN Information Reports to be regularly checked and schools to be reminded that they need to check that their local offer information also needs to be accurate
Local offer content accessibility	I feel that the transition team's local offer is not parent friendly. Under the eligibility section "who does this service provide for" you are sent to two links one of which is a 504 page booklet on guidance for the care act - who has the time to look at this let alone a parent with a disabled child! The second link is to the government website and the actual legislation, i don't feel this is what most parents want at this stage, it's off putting. It would be far better to link to a simplified version maybe quoting the most relevant bits from the guidance notes and referring back to the original documents for those who want more information.	Made contact with the Transition team to let them know we have received feedback on their Local Offer and asked if they could update their Local Offer accordingly. An article has also been added that highlights the key points re eligibility criteria for care and support: http://www.hantslocaloffer.info/en/Being_an_adult_-_Eligibility_criteria	Ensure that information on the Local Offer is reviewed regularly and checked for accuracy and accessibility
Difficulty with Hampshire County Council website (adult services information)	I'm struggling with Hampshire County Council's adult services section on the website. I have a few issues with the design/layout in terms of how it leads you to information - or not in this case. 1. If you go to the adult services page you click on 'living with disability' and are taken to this page - http://www3.hants.gov.uk/adultsocialcare/disabilitysupport.htm now if you click on learning disability you are taken to a page which gives you more information and at the end mentions the community learning disability team, i cannot find information on the eligibility criteria for this service, when you go to the community learning disability page it prompts you to contact your local team, these seem to be divided by district and yet there isn't one labelled Hart and Rushmoor, i assume we come under Basingstoke but i think that needs to be clarified - http://www3.hants.gov.uk/adultsocialcare/adultservices/adultserviceteams/learningdisabilityteams.htm 2. If after selecting 'living with disability' from the main adult services page you select	The content of all the current pages on Hantsweb is being reviewed and updated. When the new 'template' for pages was put in place, the web team migrated old content over in order to complete the change to a very tight deadline set by Deloitte. It is better than the old care choice pages but the content is not complete yet and this is something we are working on, along with the new service directory. Changes were made to address the problems fed back	Autism and LD leads are meeting over the next couple of weeks to completely re-vamp their web pages. We have loads of videos and different resources to go on the LD pages and there will be many more links. Our aim for our online information is to have pages which are clearly 'general information and advice', allowing people to self-serve and another section which holds information specifically

	'autism' you are led to a page which has very little information on it about adult services, there is no paragraph which says that autism is not defined as a learning disability and if you have a learning disability look at the community learning disability team. I know this may seem quite logical but not everyone makes the distinction between autism and learning disability. Some people may look at this page and assume there is no support which is misleading.		for people receiving services from the department. We will ensure that there is a link on these pages so that people can easily find details about our eligibility criteria and assessment process here www.hants.gov.uk/gettingstart edguide
Content	On the yellow disabled card info it would be helpful to expand text to include info on how to renew /who to contact many thanks	Additional information added to http://www.hantslocaloffer.info/en/Yellow_Card/Gateway_Card_-_FAQ	N/A
Content	It was useful having the top tip with search info and examples and especially useful having the direct link to the local offer on Parent voice Weekly bulletin on 3 December.	Top tips are continuing to be added to the Parent Voice weekly bulletin in addition to being added to the Local Offer: http://www.hantslocaloffer.info/en/Local_Offer_TOP_TIPS	N/A
Broken link	In the article about disagreement resolution services (http://www.hantslocaloffer.info/en/Support_with_resolving_differences_-_Disagreement_Resolution_and_Mediation) there appears to be a broken link to Releasing Potential's website.	Link reinstated	Continue to check links to ensure that information is still accessible
Broken link	On the Transition Team page this link takes us to a page saying - Page not found. https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/366104/43380_23902777_Care_Act_Book.pdf	Removed broken link as replacement document is not available.	To review in 6 months
Missing/ unclear content	According to Working Together to Safeguard Children 2015, Local Assessment Protocols should be easily available to people in Hampshire. Therefore the Social Work Assessment Protocol should be presented and available on the Local Offer Website under: Respite and Support, Social Care Support and under articles. Furthermore this should be searchable and "easily available". This is a statutory requirement. I will check back to see that this has been added in the future.	Information added to the Local Offer includes: http://www.hantslocaloffer.info/en/Social_care_support_-_Hampshire_Safeguarding_Children_Board http://www.hantslocaloffer.info/en/Social_care_support_-_Assessment_by_Local_Authorities	N/A
Broken link	On this page http://www.hantslocaloffer.info/en/Schools_-_School_Trips the last link is broken, the information cannot be found. it would also be great to have more information about what you can do when schools are reluctant to take children with SEN on trips.	Link repaired to provide helpful information re health and safety issues relating to school trips	N/A
Out of date content	I have just noticed this is out of date: http://www.hantslocaloffer.info/en/Financial_support_-_Benefit_Rate_Increases It refers to 2014/15 rate increases and we are about to enter the 2016/17 tax year I also think the document on this page might need updating as it refers to those starting college 2015/16 which has taken place, so should be for those 2016/17 and beyond now I think http://www.hantslocaloffer.info/en/Colleges_and_post_16_-_Post_16_Provision_in_Hampshire	Information has been updated here: http://www.hantslocaloffer.info/en/Financial_support_-_Benefit_Rate_Increases Up to date document published to replace old version	Continue reviewing content to ensure that information is current and therefore accurate
Inaccurate content	The Hampshire Supported Employment service stopped taking referrals in March 2016. The You trust no longer provides the service so the details are incorrect. http://www.hantslocaloffer.info/en/The_You_Trust_Hampshire_Supported_Employment	New provider contacted to submit local offer To delete: http://www.hantslocaloffer.info/en/The_You_Trust_Hampshire_Supported_Employment http://www.hantslocaloffer.info/en/Hampshire_Supported_Employment_by_The_You_Trust	N/A

Subject matter	What you said	What we did	Planned activity
Missing content	<p>“parents at Osborne School loved the LO! A couple of things came up that they would like information on so I wanted to feed this back.</p> <p>1) Where to get support with managing DPs - is there anywhere else rather than Independent Lives? Some parents felt they hadn't been awfully helpful.</p> <p>2) How to find a support worker/carer/PA for their child (using DPs) - ideas of where to advertise, a template job advert etc., questions to ask potential employees</p>	<p>1) Initial details shared with colleagues to ensure that this is investigated. Further information required to establish why parents felt that they hadn't received the appropriate help.</p> <p>2) This information can be found on the Independent Lives website which is listed in their local offer: http://www.hantslocaloffer.info/en/Independent_Lives</p>	To monitor further feedback and investigate if necessary
Missing content	<p>I've been looking at the local offer for Solent NHS Children's Therapy Services, in particular their time frames for doing certain things. I can't see any reference to them and think it would be helpful. I know there is a maximum time a child can be on a waiting list which is 18 weeks from referral to being given an appointment. However, is there anything in the service level agreement between HCC and Solent about how long a family have to wait for a report to be written following an appointment/assessment? This is very important as frequently these reports are needed for the EHCP process and the legal time frame for supplying info to the SEN team is 6 weeks (there are certain exceptions to this). Also, without the report and program of activities, families can't really start working with the child, delaying the impact of any therapy for the child. I have an example where a family has been waiting 3 months and speaking to the SEN team that's not unusual. I will be pursuing this for the family I'm supporting but think it would be helpful if it was on the local offer so as to manage parent's expectations and also to give them confidence to challenge the situation if the service standards aren't adhered to. This will also help future commissioning as it highlights the need for this in the contract.</p>	<p>Response from Solent: There isn't anything in the service specification in terms of time frames for children waiting for none statutory reports. However the expectation would be that the family receive their report as soon as possible after their appointment to prevent any delay with implementing therapy, this would be within 2 weeks. The families will have verbally been given instructions on how to implement therapy for their child and the family can also contact our advice line if they are unsure about anything in the interim. Solent would agree that a family waiting for a report for 3 months is not acceptable and we are sorry that some families have experienced this. It would be useful to know the name of the child you are particularly referring to and also how many children you know of, who have experienced a long wait for reports, so as a service we can review individual cases and establish why there has been a delay and we can action accordingly.</p>	Investigate further if details are provided
Missing content	<p>I went to the LO to find details about wheelchair services for a parent, but in equipment & therapies section there is no info about wheelchairs. I know it is a service in demand so would help parents to ensure this is on there. Or, perhaps it is & I didn't see it, but I think it should be in that section. I found the phone number on Google and rang it to check, so I could add it in to the reply to parent. So the LO could have I have also noticed there is no information on there about health OTs team and what they provide, please can this also be added?</p>	Content development in progress	Update annual report when content is live
Missing content	<p>There is no information on the Local Offer about provision of occupational therapy by health. This is often provided within schools or into home to help with improving skills and equipment needs etc. We need a local offer entry from Solent healthcare to be added to aid understanding of parents and other professionals. There has been a good deal of confusion in recent times about which OT does what - it would really help everyone if the health OTs had a local offer readily viewable as well. Please can you ask them to provide this? Also nothing about physio either, really surprising none of this is here by now!</p>	<p>Response from Solent: The information about OT and PT is on the Local Offer page but is there only if you follow a link on the page for equipment and therapies: At the time of checking (September 2016) there are 2 links to Solent NHS Children's therapy Service on the right hand side under "Popular pages" and "new articles" . We will update our Local offer to include more than a link to webpage.</p>	N/A
Missing content	<p>I have feedback about the content of the Local Offer and services available:</p> <p>1. content - there is very limited content on Housing options for young adults. If I go to the Where Can I live section of the Local Offer it includes entries about care agencies and overnight respite. An article about Housing options is very general and tells me to contact Adult Services. I believe the Local Offer should contain information about the different housing options available and the choices within each option.</p> <p>2. Availability of services. My son is 22 and receives services from Adult LD team. He would like to leave home and we have been told he is eligible for Supported Housing where he can live and learn independent living skills with his peers, but that there is nothing available now or in the foreseeable future and the only option is to use Shared Lives (accommodation with another family) while waiting for something to come up. I would be interested to know how many people have been assessed as eligible but not placed in supported housing and also what is being commissioned to fill this gap?</p>	<p>Email response:</p> <p>1. Content - We will review what information about housing is currently provided and see how that can be improved. After this we will ensure that any missing information or additional relevant information is added.</p> <p>2. Availability of services - We can send some general information about housing or alternatively if you would like to provide further information about who the person is or where they live we can then hopefully be able to provide more specific information.</p> <p>Emailed details of young adult to responsible officer for supported accommodation</p>	N/A
Information required	<p>I attended the Supported Internship Awareness event today at HCC in Winchester and wanted to find out more about what is specifically offered by the two Basingstoke colleges, BCoT and Queen Mary's College, both of which are involved in the pilot programme. We were told today that more information on supported internships was available on the Local Offer, so that was obviously my first stop. However, whilst there is a page with general information about supported internships, there is nothing mentioned whatsoever in either BCoT or QMC's specific entries. Supported internships sound like an exciting step towards securing employment for some young people with special needs but unless parents know to</p>	<p>Provided family with contact names and details of the aforementioned colleges so that they are able to discuss their specific enquiries directly with the colleges.</p> <p>Supported Internship information can be found here: http://www.hantslocaloffer.info/en/My_education_training_and_work_-_Supported_Internships</p>	N/A

	look for them, they won't hear about them on the information provided.	The college local offers can be found here: http://www.hantslocaloffer.info/en/Basingstoke_College_of_Technology http://www.hantslocaloffer.info/en/Queen_Mary%27s_College	
Subject matter	What you said	What we did	Planned activity
Missing content	Hi I couldn't find anywhere on here about uniform grants for secondary school children of whom are pupil premium children. One of my sons has an EHCP and will attend Samuel Cody school.	PV has a factsheet on funding school uniform here http://www.parentvoice.info/images/a/af/School_Uniform.pdf as this is a question that comes up a lot from parents. The Hampshire County Council policy references http://www3.hants.gov.uk/ad-sugs which states "Hampshire County Council has a small discretionary fund which can be used to help with school clothing for primary age children. For further information, call Children's Services. Tel: 0300 555 1384. There is no central funding for secondary school pupils. Parents/carers should contact their school if they are experiencing particular difficulties in affording appropriate uniform."	N/A
Missing content	Please could you look into the listings for all the Hampshire Education Centres? Some of them are listed but some not.	Article added: https://www.hantslocaloffer.info/en/Schools_-_Education_Centres/_Alternative_Provisions NB: title changed due to feedback received on 18/08/2016 where feedback stated that information re Pupil Referral Units / Alternative Provision couldn't be found	N/A
Content search	I've been trying to find the S41 list, without success. Can you advise how to access it?	Please find the information relating to the S41 list in the following article: http://www.hantslocaloffer.info/en/Schools_-_Choosing_a_School_or_College	N/A
Content	The flat rate for privilege transport for 2016/17 is £555 (£185 per term) as per this document http://documents.hants.gov.uk/transport-home-to-school/PRIV1.doc	Local Offer content updated accordingly http://www.hantslocaloffer.info/en/Transport_-_School_Transport_-_What_is_a_Privilege_Seat%3F	Continue to review content on a regular basis to ensure accuracy
Content out of date	http://documents.hants.gov.uk/ete-sen-transport/post16-sen-guidance-notes.pdf the post 16 transport parental contribution for 2016/17 is £555 this needs updating	Content updated http://www.hantslocaloffer.info/en/Transport_-_Post_16_Transport	Continue to review content on a regular basis to ensure accuracy
Content search	I've just done a quick search for the secretary of states section 41 list and couldn't find it. It might just be me! I feel it should be on the local offer as its an important document that parents need to know about and many don't know of its existence.	The section 41 list can be found in this article: http://www.hantslocaloffer.info/en/Schools_-_Choosing_a_School_or_College	N/A
Missing content	I tried to search for Stephen's Ark children's home for short breaks and no search came up. it is run by Andover Mencap and is a registered children's home. All the other children's homes in Hampshire offering short breaks had successful searches.	Information being developed	To chase if necessary
Request for help	Just wondered if there was a counsellor that could possibly come and have a chat with my daughter. She lacks in confidence and have been told that there is a long waiting list at her school for this service.	Contacted the parent to discuss details and share some information about local support, which they hadn't been aware of. Parent was extremely grateful for the prompt response and information provided. Information as an article was also added to the Local Offer: http://www.hantslocaloffer.info/en/Family_support_-_Counselling	N/A
Request for help re eligibility for support	A parent contacted me for help about whether her child would be eligible for Exam concessions/help for GCSE's.	This is quite a complex area so the best advice would be for parents to make contact with their child's school to discuss the arrangements that the school has made as this will vary according to exam board. Ideally if they speak with either the Exams Officer (as it is not always SEN in secondary) or the SENCo they should be able to help. Information above added to Local Offer	N/A
Services available as part of Hampshire's Local Offer	Please could you point me in the direction of swimming lessons for children with learning difficulties as I can't find any on this site? Many thanks	Replied to parent / carer asking whether they had checked on the Hampshire Gateway for swimming lessons? This can be accessed through the "Leisure and Play" section of the Local Offer or by going directly here: www.hampshiregateway.info . An inclusive swimming club was suggested and also the recommendation to speak with their local Parent Voice worker who may have a better idea of suitable local opportunities.	N/A

Subject matter	What you said	What we did	Planned activity
Request for help	I was wondering if you could please help me, I have received a letter outlining my sons EHC plan will not be going forward and that I need to attend mediation with the local authority. Could you please let me know how I would go about it please?	<p>The details should be in the letter but links to information that will hopefully help, are listed below:</p> <ul style="list-style-type: none"> • Further information about mediation can be found on Hampshire's Local Offer here: http://www.hantslocaloffer.info/en/Support_with_resolving_differences_-_Disagreement_Resolution_and_Mediation • This also includes a useful flowchart that illustrates the process: http://www.hantslocaloffer.info/images/0/0a/Disagreement_resolution_and_mediation_v2.pdf • If you would like to speak to someone further about this, there is a free impartial service for all parent carers of children with special educational needs in Hampshire, called Support4SEND. The details for this (including email and phone number) can be found here: http://www.hantslocaloffer.info/en/Support_4_SEND 	N/A
Request for help	How do I renew my expired Yellow, card as your Havant branch has been closed down?	<p>Information about how to renew your yellow card can be found on Hampshire's Local Offer, here: http://www.hantslocaloffer.info/en/Yellow_Card/Gateway_Card_-_FAQ or alternatively please see the text below, which includes how to renew your yellow card:</p> <p>*Process for obtaining a Yellow Card for Children:</p> <p>If your child has a Social Worker they will be able to apply for a Yellow card for you. Otherwise, you can apply for a Yellow card for your child by phoning Hants Direct on 0300 555 1384. Paper work will then be sent to your child's GP so they can confirm that your child is disabled and once this confirmation is received a Yellow card will then be issued. If your child's disability is identified as a lifelong condition then the card will last indefinitely and the registration will pass to Adult Services when your child turns 18. However if your child's condition may change over time the card will be issued for a fixed period and you will need to renew it once it has expired. To renew the card phone Hants Direct on 0300 555 1384 and you will be passed to the appropriate professional team who will look at each renewal case individually.</p> <p>*Process for obtaining a Yellow Card for an Adult:</p> <p>If you are an adult (age 18+) the application process for the Yellow Card is slightly different. You will need to go to this website here and complete the form or you can call Adult Services on 0300 555 1386. You can also go to this website if you need a replacement card. The yellow card can be used as proof of disability, eg when applying for concessionary travel or the visually impaired rate for a TV licence</p>	N/A
Health content - Complaints	I was looking at the local offer about how to complain about a service from the NHS. I managed to find the link via google but was unable to find it on the local offer.	<p>Contact details not provided so am unable to share with Health colleagues but ensured that the Local Offer included a link to NHS complaints: http://www.hantslocaloffer.info/index.php?title=Feedback&pagename=Main_Page1</p>	N/A
Service provision continued	Feedback received re previous Annual Report... I am concerned at the content of this report relating to my feedback. As I had already explained in my feedback, I had been unable to find childcare for my disabled daughter, despite going through all the routes available to me (including the Local Offer). I wanted my	<p>Consultation took place with the Services for Young Children lead officer for the area in question. The parent was offered support to address her individual needs. In addition to this we are working with her and HPCN to looking at the sufficiency of childcare for children</p>	Hampshire County Council officers are continuing to liaise with parents and parent support services to investigate

	Local Offer feedback to go into the strategic commissioning discussions and the review of childcare provision for children with disabilities in the North of the county. I can see no evidence of this in the report here and am keen to know what has actually been done with my feedback that advised the local authority about the lack of suitable childcare for disabled children locally.	with SEND aged 8 years and older across the Hart and Rushmoor and Basingstoke and Deane districts. SFYC are commissioning HPCN to support with consultation to establish if there is a wider sufficiency issue and plan appropriate strategies to address any potential gaps.	any potential service gaps in more detail. If gaps are identified then we will work together to explore how services can meet these needs
Subject matter	What you said	What we did	Planned activity
Services available as part of Hampshire's Local Offer	I live in Bordon and am a non driver and find the services available for after school or holiday clubs non existent especially for my 9 year old son who has dyspraxia and dyslexia, the bus service isnt great so getting to other areas for activities is difficult especially as i have 3 children and travel then not only being expensive is a nightmare. I just wanted to make you aware as i know of other parents in the same circumstances.	The Local Authority has no statutory responsibility to make travel arrangements for those attending after school or extra curricular activities. Our duty is to provide transport for normal school times only. Families with children who wish to attend after school activities are therefore required to make their own arrangements for travel.	N/A
Services available as part of Hampshire's Local Offer	Feedback: Occupational therapy services are shocking, we need sensory OT, my son has major sensory issues/ eats non food objects (sand, fences, etc) due to SPD which affect him and his education daily, before moving to Hampshire we received advice and help regarding sensory issues from an NHS OT in Gloucestershire, and the loss of that service has meant our son isn't getting help that he desperately needs	Currently investigating issue.	To update annual report with outcome
Services available	Feedback: It would be great to see some occupational therapy for sensory issues as far as I can tell, it is non existent in Basingstoke.	Currently investigating issue.	To update annual report with outcome
Services available as part of Hampshire's Local Offer	Parent looking for child care for her 8 year old son who has autism particularly during the school holidays. Originally she was having a child minder for her son after school but when the child minder pulled out, the parent then reduced her working hours but school holidays are her main problem.	Shared feedback received with the Childcare Development and Business officer for that locality. A proposed solution was shared, which will hopefully meet the parent's needs with the suggestion to discuss specific requirements with the provider. However if this isn't suitable the offer of trying to find a child-minder was included.	TBC
Support available – courses for parents	We have noticed a potential gap in provision connected with parent training - specifically autism awareness/early years autism courses. During the Summer Term courses become more and more scarce and we have parents looking for these in the Winchester, East Hampshire and Basingstoke areas. We've made contact with as many providers of these courses as we can - including Autism Hampshire, NAS Surrey (as the hub for the South East) and Treloars. All will be running courses in the Autumn - but have nothing to offer until then. Hampshire CC run courses are also happening in the Autumn but not until then. Creating quite a long gap in courses for parents (queries came in in May and there will be nothing for them until September+). We've also noticed that a lot of courses are running during the days - but - we're not sure if this is when they are most suitable/accessible for parents. Courses in the evenings or at the weekends may be better. We think it might be helpful to do a quick parent survey to make sure that courses are scheduled at the right time and are as accessible for as many parents as possible.	Information added to the Local Offer: http://www.hantslocaloffer.info/en/Family_Support_-_Hampshire_Specialist_Parenting_Support_Services Barnardos is running a specific parenting course which has been developed to support the parents/carers of children with an ASC. The HSPSS is for families registered with a GP in the following five CCG areas: Fareham and Gosport, West Hampshire, South East Hampshire, North Hampshire and North East Hampshire.	As other courses are identified, to add these to the Local Offer

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