

Hampshire Local Offer Annual Report – September 2016 to August 2017

Theme	You said	We did	Action (if required)	Status
Hampshire Local Offer version - September 2014 to May 2017				
	Feedback received from a number of providers who wanted to update their information	Content amended as requested	N/A	Complete
Advice required	I have recently moved from Hampshire to Bristol. During my time in Hampshire my son attended school with additional provision for Dyslexia. I have now moved to Bristol and have to carry out the same process, I would be grateful if you could forward me a copy of the paperwork you currently hold for xxxxxxx so I can pass it on to the Bristol Local Authority.	Shared enquiry with the relevant SEN team who was able to help.	N/A	Complete
Advice required	I have previously worked with students with visual impairments and would like to develop a specialism in the area. I was wondering whether you might be able to help me connect with any key staff in Hampshire that provide support to visually impaired students.	Shared Local Offer listing details for the Specialist Teacher Advisory Service who then got in touch and helped.	N/A	Complete
Broken link on Local Offer	Noticed the link to “care choices webpages” on the Adult Social Care article https://www.hantslocaloffer.info/en/Being_an_adult_-_Adult_Social_Care does not work. I think it should link to here http://www3.hants.gov.uk/adultsocialcare.htm - can you check	Checked content and replaced link	N/A	Complete
Duplicate record	I noticed that there is a duplication of records	Deleted extra records	Check for others	Complete
New provider	I was at a meeting last week with **** who provide wheelchair services for the majority of Hampshire (South). They are working on improving their provision and services and want to let families know about what they offer. I told them about our LO.... and they are going to add their details	Provider contacted and details added to the Local Offer	N/A	Complete

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Advice required	I need some help to ascertain eligibility for support for a Looked After Child I work with. Today I have spoken to in pursuit of a Yellow Card for a child who has a Gateway Card and I want to apply on his behalf for a Yellow Card to give him and his carer access to a wider range of services /discounts /activities.	Details provided re Gateway card and Yellow card. Information can be accessed here: https://fish.hants.gov.uk/kb5/hampshire/directory/advise.page?id=GFX9tzBx3wE	N/A	Complete
Parental participation and co production	How can individual parents and young people find out about what opportunities there are to participate in the strategic planning and co-production of SEND services?	There is a feedback page (link sent) on the Local Offer, which enables visitors (parents, carers, professionals etc) to provide feedback about the website, a specific service, information listed or missing or to submit any other general comment. This is an excellent method to enable parents to register an interest in participation. We also have links on the Local Offer to Hampshire Parent Carer Forum, Support4SEND and Parent Voice who would also be able to help re signposting to opportunities as we already have a number of parent representatives who are members on a variety of SEND related workstreams etc.	Sent enquiry to HPCN and Parent Voice on request from parent.	Complete
Advice required	My 4 year old son has autism with challenging behaviour and I think he would benefit from ABA therapy. I read on the Local Offer that is not generally provided. Does that mean there's no way I can get council funding for it? Just trying to work out options.	Replied with the following: I will make some enquiries and get back to you as soon as I am able. I might have to come back to you for some additional information but in the meantime, could you possibly confirm the area in which you live please?	Awaiting response from enquirer	Pending further information from parent
Advice required	My son had a SEN statement until he left school and went to college. I was never told that this could go on until age 25. He is now at university and failed his first year due to his difficulties slinked to his dyslexia and Asperger's He has support through the DSA but this does not a proactive level of engagement with him. Can he be re assessed for a HCP.	Responded with: I've been advised that he needs to speak directly to the university about levels of support. Student Welfare/student support services would be a good place to start. He would have a tutor as well, so could also speak to them. Universities have their own support systems/funding for these things. I hope this helps	Did not receive response	Complete

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Assistance required	I have had an email this morning from an upset foster carer of a child in the care of Slough, who is still waiting to hear confirmation of a place at *****, Please advise how close we are to resolving this place.	After numerous email communications, was able to identify an appropriate contact and support for the aforementioned child which was provided by a member of the Hampshire SEN team.	N/A	Complete
Information update	Received an email from a childminder who didn't want her phone number or first line of her address to be visible on the Local Offer	Removed the details as required.	N/A	Complete
Website content and helpline process	We had a parent call the helpline about DFG for a child - she had used the number on this article https://www.hantslocaloffer.info/en/Grants_-_Further_information_on_DFG%27s_in_Hampshire to request a referral, but had been told she needed to call Children's Services, who directed her onto us. On speaking to the number quoted in the article, it is apparent that parents enquiring about a DFG for a child must call Children's Services, who make a referral to adult services OT, who then refer onto Children's Services OT. This seems a bizarre route to take, but aside from that it means the information in this article is incorrect.	Clarified process and requested content was checked - The normal process is the family ring Hantsdirect and the call should then be sent to MASH not adults Occupational Therapy , once MASH have completed their checks they then send the referral through to the Children and Families Occupational Therapy service .	Article details checked and information is correct. If further feedback is received to investigate further.	Complete (pending review)
Hampshire's Local Offer migrated to new platform within Hampshire's Family Information and Services Hub (FISH)				
	Due to Hampshire's Local Offer moving IT platforms a majority of feedback received has been from providers asking to amend their records and seeing guidance as to how this can be achieved.	Developed a guidance document to help providers add / amend their records using the key comments received highlighting key issues experienced when following the editing process on the new platform	Publish guidance document when completed	Complete
Website content	This page (Hampshire County Council Hantsweb page - https://www.hants.gov.uk:443/socialcareandhealth/childrenandfamilies/specialneeds/sen/parentguidance) should contain details of Independent Support provided by Parent Voice (funded by DfE) which aims to support a family through an EHC assessment or transfer of a statement to an EHC plan. Please could our information be added?	Web editor for Hantsweb contacted and information added to relevant page	Ensure that this information is also on the LO	Complete

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Website search functions and age groups	I was using the search function to find activities by age group/area. I inputted age 5-11, Havant and only 5 activities came up. There were more on Gateway. I did a similar search for the same age group for East Hants and only one activity came up.	During migration of Local Offer content, all age ranges had been omitted. Went through all records and added appropriate age ranges so that when a visitor searched via age range, all appropriate records are returned.	All categorisation and tagging to be checked for all records on FISH	Complete
Advice required	I have taken on the transition Lead and am looking to find out information for our young people – particularly those transitioning from children's to adult services – would you be able to provide any information or point me in the right direction?	Advised (with links to relevant information) "For information within West Sussex, we would suggest searching on the West Sussex Local Offer: https://westsussex.local-offer.org/ If you wish to find out more about services available within Hampshire, you can find those on the Hampshire Local Offer".	N/A	Complete
Website search functions and age groups	"I am struggling to get anything relevant when using the search buttons for age 4-11. I know that more activities exist than those which are showing. The area of East Hants does not appear as one that can be searched for. I often need to search on behalf of Parents and Carers looking for leisure for their children with additional needs/disabilities".	Issue identified with the migration of data from the old system to the new, including the tagging of listings. All listings have been tagged / retagged to ensure that the age range searches provide results.	N/A	Complete
Information request	Please could you email me the link to the Supporting Families and Early Help - Service Directory form or has this been removed from the system? I have looked for this on the Hantsweb pages and cannot locate it.	Sent links and relevant information	N/A	Complete
Advice required	Hi I have lost my son's gateway card what do I need to do to get a replacement?	If you have lost or misplaced your Gateway Card, contact the Short Breaks Team - they will give you a replacement card. Don't apply for a new card. Phone 01962 846399 or email shortbreaks@hants.gov.uk For further information please click here: Yellow cards and Gateway Cards https://fish.hants.gov.uk/kb5/hampshire/directory/advice.page?id=GFX9tzBx3wE .	N/A	Complete

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Information request	The search of your hub does not give me a list of post 16 education for children with SEN. How do I find this? There is no direct route for feedback -I was sent a lengthy document to wade through before I find a text link to this form I cannot find the DofE list of out of county providers that should be easily accessible from the local offer. I do I find these things please?	Added "post 16" keywords to providers who support young people who are 16+ yrs so that search returns reflect the content. Also sent link to out of county document referred to.	N/A	Complete
Support / advice required	It has been advised by the CAMHs service (who have recently assessed my 13 year old daughter) that I should refer my 11 year old daughter to the service for some help with anger management . How do I do this ?	Emailed details of CAMHS from Local Offer then phoned parent. Advised to speak with GP or CAMHS contact for older daughter. Parent happy with advice given.	N/A	Complete
Support / advice required	Hi, my 17 year old daughter has failed her first year at college and is wanting to leave and go into full time employment. I'm trying to find out where she should go to speak with someone to get advice and to work out her options as I know that she will still have to do some training until she is 18. Can you help or, if not, can you point me to where she should go to talk to someone? She is very confused (as am I) as there seems to be a lack of support available.	Contacted parent for further information but she had already received support. Was grateful for the contact.	N/A	Complete
Support / advice required	I am looking to move to the Chichester area, with my son who is moving up to Year 1 . I have yet to locate a property to move into - but I first of all wanted to locate a school. I have contacted some of the local schools and the Council who have both advised me to speak to my current local council in my area. Would you be able to let me know whether there is any applications forms that I need to complete or whether there is a waiting list I can be added to. Any help or advice would be greatly appreciated - Thank you	Found information re admissions and suggested that they also contact West Sussex County Council for admission information and advice for the Chichester area.	Did not receive a response so assumed the information was helpful	Complete

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Removal of possible 'hacked' website whose service is listed on our FISH	Email received in the Local Offer inbox informing us that one of the services on our directory was no longer running. However the website for the club was still available and had been compromised and now advertised the services of a London Escort agency. The FISH did not have a link to this 'hacked' website however it did list the club.	Responded to thanking her for bringing this to our attention and assured her it would be deleted immediately.	The club (which is no longer active) was deleted from our directory.	Complete
Family support	Distressed member of the public seeking support for daughter and granddaughter with issues at home including possible substance misuse.	Referred correspondence to Children's Services, contacted the lady in question and explained what I had done. Signposted to CS helpline and web pages to reassure her of process and provide more info.	N/A	Complete
Website content	Made aware of incorrect link on Hantsweb	Contacted Adult Services to advise of error and forwarded on correct info to Hantsweb to amend accordingly.	Hantsweb link corrected	Complete
Statistics for Overnight short breaks	Commissioning and Monitoring Officer got in touch from Herts CC: Looking at how many overall hours are commissioned by hampshire for overnight short breaks and the 0 -19 population in hampshire to use in comparison to Herts.	Contacted CS to resolve as unlikely Research and Intel team had data. Told the officer what I had done	N/A	Complete