



## Local Offer of Services Feedback Report August 2016

### Background

The Council is required to produce and publish a 'Local Offer' as part of the **SEND Reforms** under the Children and Families Act 2014. The Local Offer provides information about services that are available for children and young people with special educational needs and disabilities between the ages of 0 – 25 years. The local authority is required to publish information about services available both locally and outside of the local area to inform parents, carers, children and young people of the types of services that are available to access.

The Local Offer will:

- Provide information about education, health and care services
- Provide information about leisure activities and support groups
- Hold all information in one place
- Be clear, comprehensive and accessible
- Make service provision more responsive to local needs and aspirations
- Be developed and reviewed with service providers and service users

### What have we done?

- We have worked actively with families, children and young people, voluntary, public sector departments and health
- We have provided a feedback service on the local offer to obtain views and comments
- We have developed a local offer questionnaire that can be completed and submitted as an alternative to obtain view and comments
- We work closely with the Parent Carer Forum to review the local offer
- We have worked with schools to look how their local offer links into the councils local offer of services
- Parents have been at the heart of design and production of the information to ensure we got it right
- We have promoted the local offer at information days and through the local media

## This is what you said

It might be nice to see some testimonials or a chat section, if people had queries outside of the core hours of work

That the introduction pages and links needed reviewing

To see a direct link to the local offer site direct from the local authority's website

A calendar of events would be useful to add to the local offer home page as a quick glance to see what is on

It would be useful to have a direct link from schools to the local offer website

## This is what we did

*This is something that can be explored through the Parent Led Forum*

*This is ongoing and a number of the introduction pages have been updated and links to other sites made more prominent*

*The local authority has revamped their website and included a direct link to the local offer website*

*The calendar has been added to the local offer home page*

*We have carried out an audit of school SEND Local offer web pages and 66% of our schools already have a direct link to the local offer site. We will continue to work with school to increase this in the coming year*

They would like to see existing options to harvest data from other websites

*We are still looking at this*

To include more factsheets on the local offer, such as health watch, CCG

*We will continue to develop and source factsheets from across relevant areas within Education, Health and Social Care*

Links to Adult Social Care Websites

*Created a direct link to Hartlepool Now which provides information and advice for adults with additional needs*

**Consider creating links to other local authority's offer across the North East**

*Created direct links on the website to the other 11 North East Authority's Local Offers*

## Feedback from Parent, Young People and Providers

*'I like everything about the site. It is bright, attractive, interactive, but most of all easy to use, to find the right information'*

*'Well thought through in terms of the design and layout'*

*'Not full of jargon, simple explanations and like the rainbow colour'*

*'90% of the responses returned strongly agreed the local offer website was easy to find'*

*'90% of the responses returned strongly agreed it is easy to understand the information on the website'*

*'90% of the responses returned strongly agreed there is a good range of information pages available'*

*'100% of the responses returned strongly agreed that they found the information they were looking for when they went on the site'*

## Tell us what you think?

To make sure that the Local Offer is helpful and easy to use, we will continue to work with service providers, parents, carers and young people to make sure that the Local Offer is fit for purpose. The Local Offer will continue to develop and change to meet need.

We would like to hear from as many people as possible to make sure we get it right. Your comments are important to us, therefore if you have a few minutes to spare, please complete the local offer survey form on the website as fully as possible and submit. Alternatively you can use the feedback button on the local offer

You can check the local offer of services by going onto the direct link:  
<http://www.hartlepool.fsd.org.uk/send>

If you would like to discuss the local offer in person or have any queries, you can contact with the Childrens Hub (FCSH) on: 01429 284284 or contact the Local Offer Lead on: 01429 284876 or email: [tracy.liveras@hartlepool.gov.uk](mailto:tracy.liveras@hartlepool.gov.uk)