



Local Offer of Services Feedback Report August 2017

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, 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 survey monkey questionnaire that can be completed and submitted as an alternative to obtain view and comments
- We have worked 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 and we are looking at more ways of involving our children and young people more
- We have promoted the local offer at information days and through the local media

- We have taken on board the recommendations in the SEND Reforms Ofsted Report and incorporated these into the SEND Improvement Plan
- We have taken part in a local offer peer review and taken recommendations from this review to improve and change elements of the local offer
- We have revamped the local offer leaflet to make it more user friendly for users to access the local offer of services
- We have worked with parents/ carers of the Parent Carer Forum to be a critical friend of our current local offer pages and to take on board their thoughts and views when carrying out future work to improve elements of the local offer

This is what happened during 2016 and progressive work in 2017

This is what you said	This is what we did
It would be useful to have a direct link from schools to the local offer website	We have carried out an audit of school SEND Local offer web pages and all of our schools now have a direct link to the local offer site We will continue to work with schools to review their sites on a regular basis. Last year 66% of schools had a direct link to the local offer
The Introduction pages and links need to be reviewed	This is ongoing and a number of introduction pages have been updated and links to other sites have been made more prominent
Parents said it would be useful to have a booklet of useful numbers to access for children with SEND	The SEND Improvement Group are currently working on this and the first draft copy will be completed by October 2017
People said It might be nice to see some testimonials or a chat section, if people had queries outside of the core hours of work	This is something we are still working on with the Parent Carer Forum
Following a series of workshops, parents have told us they would like to find all information relating to SEND in one area on the local offer	Officers are working with other agencies and the parent forum to explore various options to review and update the layout and access to the local offer
To include more factsheets on the local offer, such as health watch, and the Clinical Commissioning Group	We will continue to develop and source Factsheets from across relevant areas in Education, Health and Social Care

Feedback from Parent, Young People and Providers

We carried out a parent/carer survey in January 2017 to ascertain the views of parents/carers in relation to short breaks for disabled children and the local offer. This is what they told us:

- 39.1% of respondents said they were aware of the local offer

- 55.56% they had used it to find out more about services.
- We asked all respondents was the local offer easy to find, there was an equal % split across four areas from very easy to difficult

We also carried out an additional on- line survey to obtain feedback on the local offer during July/August 2017.

This is what people said about the service:

- 66% stated they had heard of the local offer website and visited the site
- 66% stated they found the local offer website easy to find
- 50% said it was easy to understand the information and the same said some of the information was easy to understand, but some of it more difficult
- All of the respondents to the survey said they found the information they were looking for when they went onto the site
- 50% said that there was a good range of information on the website, and the other 50% said it was okay
- Survey users were split equally on the rating of information from useful to adequate and the same split that the information was accurate and up to date
- We asked how people accessed the local offer and responses were: through a search on the web, word of mouth and parent led forum face book page

This is what parents and carers said in the survey feedback

“The term Local Offer is misleading”

“It would be useful to have the local offer leaflet provided at diagnosis”

To share the Local Offer link on facebook”

“Lots of really good information, but difficult at times to find what you are looking for”

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 on: 01429 284284 or contact the Local Offer Lead on: 01429 284876 or email: tracy.liveras@hartlepool.gov.uk