

MERTON COUNCIL

Feedback report for the SEN Local Offer

July 2018

www.merton.gov.uk



Comments received

So much great information on the Local Offer now

I went to the Merton Local Offer homepage and clicked on some of the links e.g for the SEN reforms document :-

Documents I accessed through the links on the homepage I found simple and straight forward to read and understand. In general I did not feel as if the information was basic, sparse or overwhelming.

It does have a lot of information overall (which is good), and I think some of the resources mentioned may not be known to parents or recommended by relevant professional.

It is good that there are filters - so users can refine the search to their specification.

I like the fact that the homepage is divided into sections such as Health and Social care on so I could click into the additional resources for the area I was interested in.

Overall I'm sure I will use the Local Offer website again as a resource.

SEN Support in Mainstream Schools document is so helpful

Your question or request	Our response or action	Completed Y/N
I was googling 'preparation for adulthood' activities etc it did not bring up information on Sutton SMILE club. It is only because I had read about Sutton SMILE club elsewhere that I was able to google it specifically and it came up elsewhere but not in the list I was expecting it to.	Sutton SMILE club has been added to the Local Offer	Y
'How to request an EHC Needs Assessment' it does come up with 3 downloads (overview of process, the planning process itself and checklist for decision making panel) but it does not bring up the actual EHCP application for assessment form (Section A to be completed by parents; Section B to be completed by school)	A sample form has been requested from the SENDIS service. The form is being updated by the SENDIS team and is scheduled to be uploaded in September 2018	In progress
It might be useful to add in Merton's SEN Support	A link has been added to the information, advice and guidance page covering SEN	Y

document for parents on the EHC Needs assessment page (detailing what is providing under SEN support in schools without an EHCP in place) so that parents can get an idea of what they could approach the school about before they think about applying for an EHCP (which is not always successful of course).	Support in Merton's Maintained Schools, Colleges and Early Years Settings	
We have been contacted by Shared Lives Plus, our regulator, to advise that Merton's Shared Lives Scheme is not on the local offer page of Merton's website.	Service details have been added to the Local Offer	Y
Can you make childcare information searchable by SEN experience / skills / resources and accessibility and make other information less wordy	A new template has been issued to all childcare providers in Merton and has been completed by a number of these so that parent can now search by SEN experience. Descriptions of childcare provider Local Offers are now shorter and more factual.	Yes and ongoing

Comments from previous report which have been actioned

Children and young people said...	We did...	Completed Y/N
There were too many words and the lists that appeared were quite confusing - reduce the number of words used and simplify the language	We have changed the layout of the Local Offer and have shorter, factual entries. We continue to review all search criteria to make sure that what is expected to appear, appears first in the search results	Y for most entries
Add multiple disabilities search criteria and the option to remove all filters in one click	It is possible to select multiple disabilities to narrow down searches through the filters provided on the website. "Clear all" option for filters requested from software supplier. This will affect a number of websites, not just the Local Offer, so wider agreement is being sought.	Y
It is not targeted enough or designed with young people in mind - design a version specifically for children and	Merton young people's website, 'Young Merton' which was designed in collaboration with children and young people now incorporates Local Offer services for	Y

<p>young people, perhaps just their own front page in order to draw them in.</p>	<p>children and young people with SEN and disabilities as well.</p> <p>Young Merton also includes the CAMHS Local Offer of information and services related to mental well-being</p>	
<p>Include more about job choices, possible remuneration for certain jobs, entertainment, work, college, volunteering, and holidays</p>	<p>The Local Offer now includes nearly 50 services that provide information and/or support about employment and training. We are continuing to develop the content of the Local offer around all aspects of Preparation for Adulthood</p>	<p>Yes and ongoing</p>
<p>Build in a 'like' function for feedback or a 'Trip Adviser' style scoring system.</p>	<p>Parents accept that a low volume of reviews could give a skewed score to a service which would not be fair.</p> <p>In our new version of the Local Offer and our other directory services, it is possible to apply 'rate and review' to selected services and this will be investigated further and consulted on with families and young people</p>	<p>In progress</p>