In November 2017 Mott Macdonald facilitated a Local Offer Peer Review Workshop.
The purpose of the workshop was to:
- Review a partner Local Authority’s Local Offer using a range of case studies and have ours reviewed in return
- Identify how they could improve their Local Offer and receive feedback on our own
- Share good practice and ideas to improve individual Local Offers across all LA’s in the region
- Identify any regional issues and develop solutions
- Involve parent carers and young people in the development of the Local Offers

3 places per LA were available and we were advised that this should comprise of at least 1 LA representative and 1 parent / carer representative. 2 LA representatives and the Chair of the Reading Family Forum attended. 2 young people also provided information when reviewing our partner LA’s Local Offer.

Pre-workshop activity

Ahead of the Local Offer workshop, we were provided with 6 case studies developed by an SEN Advisor covering a range of age and needs. Each case study provided information relating to a child or young person and outlined what they would be looking for on their Local Offer.

Each Local Authority was to be paired with a partner LA. For the review, we were asked to locate our assigned partners Local Authority Local offer and complete 4 out of 4 case study templates. On the case study template, for each piece of information we were looking for, we were asked to consider the following and make a note in relation to each:
- What information could we find?
- How easy was it to find the information?
- What information was unavailable or you couldn’t locate?
- Suggestions for improvement?

The information below are the case study templates that were completed by our partner Local Authority West Sussex.
### Local Offer Peer Review 2 Case Studies - 10th November 2017

<table>
<thead>
<tr>
<th>Name</th>
<th>Jason</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age</td>
<td>21 years old</td>
</tr>
</tbody>
</table>
| Key information   | • Attended mainstream school with a statement and transferred to college at 16  
|                   | • Left college before completing his course and went ‘off the rails’, became NEET at 17  
|                   | • Has had some mental health issues                                   
|                   | • Has had odd jobs over the years                                     |

<table>
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<tr>
<th>Looking for</th>
<th>What information could you find?</th>
<th>How easy was this information to find?</th>
<th>Was there any information you couldn’t find?</th>
<th>Is there anything that could improve the information you found or how it was found?</th>
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<tr>
<td><strong>Guidance on the points below</strong></td>
<td><strong>What information could you find?</strong></td>
<td><strong>How easy was this information to find?</strong></td>
<td><strong>Was there any information you couldn’t find?</strong></td>
<td><strong>Is there anything that could improve the information you found or how it was found?</strong></td>
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</table>
| To go back to college – hopefully to do something with sports or public service | • Was there a wider range of resource/support available?  
Education setting and used filter = 19. [Link](#).  
We found 4 colleges 2 were specialist + agriculture. We also noted that there may be a college outside of Reading that may be closer to for Jason to attend. | • Was it easy to navigate through to the information?  
• How long did it take you to find it?  
• Was it in a logical place?  
• Was the language used accessible to parents and young people?  
We found areas of information education, schools and colleges, SEN Support, charities to support, education settings:  
We put on filters (Age 19+ / 16-18) and it filtered down to: | No, however we made a comment that because of our background we may know what sorts of things to look for and where to look for it. | When I clicked on a filter, I would then go back and choose a different filter but I don’t think it was clear that it was going to search for my new filter within my first filter set of options (I hope this makes sense!) |
We decided to look at what courses Reading College offered. On the Reading College we found a course in public services that the might be interested in.

For the Reading College we looked at their Local offer/SEN Information Report which we were able to download. Within their SEN Information report we couldn’t find specialist information on how they would support Jason.

We went onto Reading college website to look at courses... there were courses for both options.

Generally, it was all easy to navigate and find information.

We thought more pictures might be nice – quite wordy, not very visual. We really liked the logos on entries.

We were browsing the Local Offer through using the phone and tablet. We found your Local Offer to be compatible across devices.

This was on the ipad though. It seems clearer on a desktop computer.
| Lives at home and parents are concerned about college because of previous experience | We then looked at further support on the Local Offer with regards to ‘mental health support’ | We found services in regards to support to Adult mental health.  
We also found services relating to sports.  
We noted the “Shortlist” option to add services to.  
With sports there were more activities for younger children than Jason’s age range.  
We also found - EHCP post 16, Sen team, Sen sos (national)  
Information pages  
Needs to reform the way.... Easy read guidance documents (transfer)  
We typed in ‘How do I apply for an EHC Plan and requesting for an EHC Needs Assessment came up  
We found options for post 16 education bursaries and care to learn. | If there were concerns about college we wondered if they might see if Jason could get a ‘statement’ back to help with his course. Finding the information on EHCP post 16 therefore might be difficult to if you are not aware of what you need to look for. Perhaps a way around this would be to tag EHCP application pages with the word ‘statement’ as Jason may have typed this in as he used to have a statement. This also helped us to reflect on how easy it would be for families to search for our information as well. |
<p>| Not clear to guide parents in calendar of events ‘things to do’ as it was just one long list without the availability to filter or choose dates that the events were on. |
| Employment: not SEND specific employment opportunities available but we found a generic list of options. We did find useful services on ‘lucky mentoring buddy’ and information on ‘Job Coach’. |
| We looked to see whether you had a jargon buster and you did if the family were unfamiliar with the terminology. We actually come across the ‘outcome definition’ and we thought that this was more of a definition around provision. |</p>
<table>
<thead>
<tr>
<th>Name</th>
<th>John</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age</td>
<td>15 years old</td>
</tr>
</tbody>
</table>
| Key information | - Wheelchair user  
- No learning needs |

### Looking for

**Guidance on the points below**

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<tr>
<td>Just moved into area with his family and is attending mainstream high schools. Wants to attend local college for A levels.</td>
<td><strong>We searched for ‘transition’</strong> and found a number of pages and links. It tended to be more information following the transition phase 16-25. This information could be useful to John in regards to planning for next year. We looked if we were new to</td>
<td><strong>We looked if we were new to</strong></td>
<td><strong>We looked if we were new to</strong></td>
<td><strong>Sometimes it became confusing if you were leaving the ‘Local Offer’ section of the website and moving to a wider directory of services as these didn’t seem separate websites / interphases. We can appreciate the values in</strong></td>
</tr>
</tbody>
</table>
| **Very keen swimmer, wants to join a club.** | **Swimming:** We found 2 clubs. The swimming clubs tended to focus for younger children however there were some clubs that did go up to 16. | **Searched 'swimming'** | **Liked the logos for the different swimming clubs.**
Liked how you could phone or email directly form the page. |
| **Looking to move on to an apprenticeship.** | **Couldn't easily find apprenticeships for young people with SEND easily and how to access to them.** | | |
| **Wants to live independently by age 20.** | **• Independent living ... lots of stuff ...**
**• modifying buildings : adaptation came up first** | **Easy to find information on modifying building and really helpful information came up.** | |
<table>
<thead>
<tr>
<th>Name</th>
<th>Alexis</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age</td>
<td>18 years old</td>
</tr>
<tr>
<td>Key information</td>
<td>• Visual Impairment (VI) and registered blind</td>
</tr>
</tbody>
</table>

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<td>Guidance on the points below</td>
<td>Alexis has been at residential school out of area. She wants to come back to home area following A levels. Ideally wants to live independently as her mum has remarried and moved. To live independently we looked for accommodation using the words ‘housing’ / ‘independent living’. We found minimal information. There was a ‘Housing guide’, but when we clicked on the link an error came up.</td>
<td>- What information could you find in relation to what the child or young person and their family are looking for, considering their needs identified above? - Was the information limited or was there a wider range of resource/support available?</td>
<td>- Was it easy to navigate through to the information? - How long did it take you to find it? - Was it in a logical place? - Was the language used accessible to parents and young people?</td>
<td>- We could not find out a lot to help us know how Alexis may be able to live independently. We appreciate that this may not be the Local Offer’s fault, and more that the provision and support may not exists (or is minimal)</td>
</tr>
<tr>
<td>towns.</td>
<td>We tried to find everything that she may be concerned about. We found:</td>
<td>We really liked the accessibility section and how you could change the font size / contrast</td>
<td>We got quite excited about the section around employers offering work for young people (apprenticeships, etc) but when we explored there was not much specific to SEND YP and how the employer may support them.</td>
<td></td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
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<td></td>
</tr>
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</table>
| Would like to work but accepts it may be difficult to get a job.    | • Related advice as a service...  
• Send employment —>  
• Blind person allowance  
• Organisations further support  
• Apprenticeships  
• jobs not send specific ... no link ... 404 error code  
Searched on ‘Visual impairment’ and ‘blind’.  
• services... cricket, blind care, craft club, charity library service  
Travel  
• Provision  
•                                                                                                           | Accessibility  
• contrast settings  
• Size change  
• Save your preferences  
• Read aloud .... Link to BBC  
We searched and used your Local Offer across different devices and was accessible across multiple devices. |                                                                                                                                                                                                                   |


### Name
- Imran

### Age
- 2 years old

### Key information
- Profound bilateral hearing loss detected at neonatal screening.
- Youngest of 4 children, oldest is 7 years old. Other siblings are 4 and 6 years old. All siblings are in the local mainstream school.
- Current routine: has regular contact with HI service advice from a Teacher of the Deaf.
- On a 6 week cycle of portage.

### Looking for

**Guidance on the points below**

### What information could you find?
- **What information could you find in relation to what the child or young person and their family are looking for, considering their needs identified above?**
- **Was the information limited or was there a wider range of resource/support available?**

### How easy was this information to find?
- **Was it easy to navigate through to the information?**
- **How long did it take you to find it?**
- **Was it in a logical place?**
- **Was the language used accessible to parents and young people?**

### Was there any information you couldn’t find?

### Is there anything that could improve the information you found or how it was found?

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<tr>
<td>An EY setting with extended hours to allow mum to work and drop older children who all attend out of school activities</td>
<td>Yes summary school</td>
<td>Easy to find out.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>We looked for childminders and found good information</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>We filtered by age and geography - Can do postcode to look for</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>delivered at their primary school.</td>
<td>nearby early year settings</td>
<td></td>
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</tr>
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</table>

Looking forward to reception, ideally would want Imran in the same school as his siblings.

We looked for:
- reception ... primary schools ... 👍

We liked the star rating on the schools, and it said that there were 2 reviews, which we were interested in reading. Unfortunately when you click on the reviews, no wording comes up.

No other family members have HI, Mum would like Imran verbal but family would also like opportunity to develop basic British Sign Language.

We searched for ‘Sign language’ to look for a course. It came up with BSL.

It looked good but had nothing about the actual course.

We did not find any information on sign language courses.
### Local Area Action Planning for Reading based on the feedback from West Sussex

<table>
<thead>
<tr>
<th>Change or Improvement Identified</th>
<th>Steps to Achieve This</th>
<th>Owner of Actions</th>
<th>Support Required from other LA’s or Partners</th>
</tr>
</thead>
</table>
| Need to review the “SEND definition”  
[Link](http://servicesguide.reading.gov.uk/kb5/reading/directory/advice.page?id=MFHv11Qxyo) | Family Information Service (FIS) / Special Educational Needs and Disabilities Team (SEN) and Reading Families Forum to review this area | FIS / SEN and RFF | This page will be reviewed and updated in 2018. Support will be needed from specific specialist organisations in Reading so that further advice and links can be added |
| Rate and Review - need to add a disclaimer informing users how the information they provide when rating or reviewing a record will be used. | The Family Information Service to work with the Adults lead to get the wording added to the Reading Services Guide.  
Wording suggestion made: “Your comments are used for internal purposes only and will not be published” | Adults and FIS | Legal services will need to agree the wording before publishing. |
| Wheelchair Accessible filter to be added to the directory to make it easier for searching. | Family Information Service to add this to the Reading Services Guide  
Suggested wording:  
“Wheelchair Accessible, yes or no filters” | FIS | This action has been completed December 2017. |
| Living Independently - Information was limited on the Local Offer. | Workstrand 4 to take this forward | Multi agency representatives from Workstrand 4 to review the local offer | We can only publish services and provision that are available in Reading. We continue to monitor the local offer and update as services are commissioned |
| More information needed about apprenticeships and employers who offer work for young people with SEND on the Local Offer | Need to work in partnership with external agencies to ensure information on apprenticeships is shared on the Local Offer. | All | We have a good selection of apprenticeship information available on the Local Offer. However we will continue to monitor and review this and update as more services become available. |