

LOCAL OFFER 14 SEPTEMBER 2018

Karen Shaw (KS), Head of Information and Advice for Cognus talked about the Local Offer website, saying that there must be a Statement of Action to get the Local Offer website up to date to make it relevant, comprehensive and collaborative.

All Local Authorities must put up a Local Offer website on one place, where all information on education, health and social care for children and young people with SEN and disabilities can be easily accessed. It should be accessible to children and young people whether they have an EHC plan or not. The Local Offer should provide accessible information about the provision on how to access services and make provision for local need and aspirations. Local Authorities should involve parents and young people with SEND.

The Local Offer should not only be a directory of existing services, but about how the Local Authority health and social care can improve provision and their responsibility to the Local Offer. Provision in and out of borough should include areas of SEND and it needs to take account of the Equality Act so that everyone can access this based on SEND regulation in 2014.

The Local Offer should be a collaborative key to providers working with parents and children and young people, underpinning the ethos of co-production by re-working the Local Offer website. This will involve the Local Authority working with parents, getting their input so they can feed back ideas on how to make the website more accessible, well publicised and easy to access.

The Local Offer website should be comprehensive to include information to make enough choices that families need to include information on SIAS, Sutton Parents Forum and other criteria. It needs to be updated and explain the eligibility criteria about accessing services. It needs to be transparent and families will be involved in planning the content on how the website will look and work and gaining feedback and ideas on the Local Offer website on the "You said, we did" page. We need to publish ways in which parents are involved in the review.

There will be an opportunity for children and young people to participate in shaping the Local Offer website to include provision. In the Code of Practice, it says that the Local Offer must include information on Education, Health and Care Plans. The Local Offer must also include childcare information for children with SEN from approved institutions, together with a written Statement of Action. The Statement of Action.

Where we are now

There have been discussions on the need to change the Local Offer website and how this will be done to make it more transparent and functional. Comments have been received from the Steering Group and Sutton Parents Forum have outlined a plan of action. The Steering Group have also met with Rosemary Brennan, a consultant for the Sutton Parents Forum to recreate the design to reflect what parents want from the website and to ensure it is compliant and representative of what is needed.

The minor and major issues of the website will be outlined with Lisa Beckett who will re-design the technical side. Jane Knowles will send out dates for parent focus groups to look at the content of the website and sitemap the primary school group, which is the largest group. Parents will need to look at filters and key/search words that will bring up the appropriate pages of information.

Victor Roman (VR) introduced himself as the Transformation Lead for Sutton and he is keen to make the website much more user friendly so that you can get the information you need in three clicks, ideally.

KS handed out post-it notes to each table form them to write down ideas and obtain input from parents on how to improve the Local Offer website. Ten minutes was given for this task.

General feedback on these post-it pads came back as follows:

- More parent friendly language
- Better filters and search facilities
- Information must be up to date and correct
- Professionals such as Social Worker need to be aware of what is on the Local Offer to let parents know what is available or relevant.
- Must be in plain English
- Must be database format
- Local Offer App, online and paper format, Icons, Tutorials of Local Offer must be available
- Cross platform accessibility and highlight all telephone numbers
- Sub-headings need to be easier to see and which groups more relevant to individual
- Alerts need to be registered families, based on child's date of birth that alerts when child reaches qualification age for new services
- Universal headings section eg. Therapies etc which apply to every age group
- Information on how to access services
- Sub-groups by SEN needs/diagnosis
- Providers to include all relevant information about their service, particularly open times

- User friendly for young people with SEN ie Use of picture symbols, PEC cards that may help accessing information themselves
- Leisure and activities with more detail of needs
- Register your interest for services so that you can get automatic updates
- More publicity needed
- Information is outdated

Q Do you review providers?

A It is up to the Local Authority which providers are used for the Local Offer and they are usually quality assured. Services on the disability framework should have the Sutton logo on each page so that it is commissioned by the Local Authority. Feedback is given to a central point rather than being published on the Local Offer.