

# Local Offer Feedback Report 2018-20

## You said, We did

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You said	We did
Feedback around the way that the Local Offer looks and works	
You said the Local Offer was difficult to find	<p>The Local Offer website is on the Worcestershire County Council site, to make it easier to find. Using a search engine should find it and there is a link to it is on the WCC homepage.</p> <p>We continue to use social media to publicise it and before Covid-19 we have been out to a number of parent carer groups to demonstrate it and raise awareness.</p> <p>An introduction to the Local Offer forms part of the Worcestershire Children First new staff induction programme, and presentations have been made to team meetings where staff work directly with families.</p> <p>Posters and publicity material has been produced and distributed to Doctors surgeries and schools.</p>
You said some of the links don't work and the information on some of the pages was out of date. Links can sometimes take you round in a circle.	<p>We have looked at specific pages where people have identified problems and updated content and removed or replaced links that don't work properly. We use a programme on the website which checks daily for broken links and misspellings, and we rectify any which are identified.</p> <p>While we try our best to keep all the information up to date we know that sometimes it can be incorrect and that is frustrating – please let us know if you find anything that is incorrect, out of date or links that don't work by emailing <a href="mailto:localoffer@wocrschildrenfirst.org.uk">localoffer@wocrschildrenfirst.org.uk</a></p>
Information about support for parent carers is hard to find	<p>We developed directories where users can search for parent support groups in their area along with another one which enables parents to search for helpful websites, both national and local.</p> <p>We have put a link to the helpful website's directory into the Care and Support section, as suggested by parents</p> <p><a href="#">SEND Local Offer Support Groups for parent carers</a> <a href="#">SEND Local Offer useful websites</a></p>

You said	We did
<p>You said it was difficult to find activities for different aged children and young people and you wanted information about where they could be found. You also said that some towns and larger villages had been missed off the districts.</p>	<p>We developed a directory where users can search for activities in their area, unfortunately, at the moment it is not possible to do it by age group as well. We have checked the towns in each district and added those which have been brought to our attention as missing. We can only include information about groups and activities which we know about if you are aware of a group not listed please let us know by emailing <a href="mailto:localoffer@worcschildrenfirst.org.uk">localoffer@worcschildrenfirst.org.uk</a></p> <p><a href="#">SEND Local Offer Short Breaks and activities</a></p>
<p>You said you wanted more pictures, videos, flowcharts and diagrams</p>	<p>We are trying to use more photographs and videos where we can. Diagrams and flowcharts are hard to include as screen readers do not work well with them. We are always looking at ways we can make the content more visual and appealing.</p>
<p>You said the search function sometimes isn't specific enough.</p>	<p>As the Local Offer is located on the County Council website the search function uses Google search to search the whole site. We have tried to divide information up into relevant pages so finding information should be easier.</p>
<p>You said there was a lot of jargon used, which could be hard to understand. You said you wanted the website to be accessible to everyone, regardless of need.</p>	<p>Pages have been rewritten with parent carers to make them more understandable and we have reviewed any text and removed or explained any jargon. We have also included a link to a Healthwatch Jargon Buster website. We encourage our partners to use plain English. We feel it's important to include (and explain) the jargon which families will come across on their SEND journey. If you come across specific terms or jargon which you feel are confusing or not explained please let us know using <a href="mailto:localoffer@worcschildrenfirst.org.uk">localoffer@worcschildrenfirst.org.uk</a> The accessibility of all Worcestershire County Council's website pages is constantly reviewed <a href="#">Worcestershire County Council Accessibility</a></p>
<p>You said that some of the information is useful, but hard to find and understand.</p>	<p>We are currently asking services to look again at their pages and work with parent carers and young people at ways to make them easier to find and follow.</p>
<p>You said you wanted easy to understand information about what the local offer is.</p>	<p>We have worked with parent carers to produce information leaflets about the Local Offer and have a brief introduction on the home page.</p>

At the heart of everything we do

You said	We did
You said it was sometimes hard to find your way around the Local Offer website, and there can be too much information on each page	We are looking at the way information is organised and labelled to see how we can make things easier to find and spread it across more pages.
You said you wanted contact information on the pages	Contact information for any Worcestershire Children First service is included on their service pages. We provide links to organisations and their websites where you can find their contact information.
You said you found the website a bit 'clunky' to use.	We will continue to work with our technical teams to look at any changes which could be made to improve the way the website works. As a local authority our websites have to be digitally accessible and we have looked at the existing and any new content to make sure it complies.
<b>Feedback about information on the Local Offer – support services and general comments</b>	
You said it would be useful to have details about training courses for parent carers	We have included a page listing training courses and providers known to us. These are updated when we find out about more courses.
You said you wanted more information about Autism.	We have tried to include information about lots of different disabilities and signpost people to disability specific websites. We cannot do detailed pages about each disability, but where there are specific services for children and young people with an identified disability, we have included them. Much of the information isn't disability specific, however.
You said you wanted more information about complaints and mediation	We've looked at the pages offering information and advice about complaints, tribunals and mediation and tried to make sure the information is clear and understandable.
You said you wanted information about what support is available to families	We have a section about support, which includes parent support groups and social care. We will look at this section and see what else we can add and include, where possible, the referral routes.
You said you would like more information specific to Early years	We are developing the early years section of the Local Offer with parent carers and other professionals. Some work as already been done following feedback we've received and the information on this section will continue to be developed
You said you wanted details about social groups or youth clubs for autistic children/young people or children/young people with additional needs in your area.	We have included information about the specialist youth and social groups we are aware of, along with details of groups which are open to everyone. These are organised by area on the Local Offer <a href="#">SEND Local Offer Short Breaks and activities</a>

You said	We did
	If you are aware of any groups which aren't listed you can let us know by emailing <a href="mailto:localoffer@worcschildrenfirst.org.uk">localoffer@worcschildrenfirst.org.uk</a>
You said it would be good to have a 'yellow pages' for SEND	We have directories and information about different services on the Local Offer and to make sure information is up to date and correct, we include links to their webpages rather than try to keep all the information on our site. It would be impossible to know when a service outside of Worcestershire Children First changed its telephone number or address unless they informed us.
You said the information wasn't specific enough	We have worked with parent carers when we are writing the pages and agreed together about wording and what information should be included and the level of detail. We encourage our partners to do the same on their webpages.
You said the site was all about education and childcare or after school clubs	We have looked at the content with parent carers and young people and tried to include a wide variety of information including about health, support and money matters.
<b>Feedback about information on the Local Offer – health services</b>	
You said you wanted information on Speech and language services	You can find some information on the SEND health pages and there is a link through to the NHS site, where it goes into more detail.
You asked for details on private mental health services	It is not possible to list all the individual private health services in Worcestershire. In specific cases where a young person needs specialist treatment over and above what is provided by the NHS locally the cost may be met by the CCG. There are criteria that need to be met including local clinician approval. These criteria and more explanation can be found in the Mental Health Prior Approvals Policy <a href="#">Herefordshire and Worcestershire CCG policies</a>
You wanted details about Worcestershire's incontinence service	School health nurses can offer support on continence issues. If the child or young person attends a special school, then the Special School nursing team can advise. Schools can refer to these teams for support. Details of these services are on the Local Offer <a href="#">SEND Local Offer Health Services for children and young people with SEND</a>

You said	We did
<p>You asked for more details about the Umbrella pathway and how you can challenge their decisions</p>	<p>Details of the Umbrella Pathway can be found on the Local Offer <a href="#">SEND Local Offer Health Services for children and young people with SEND</a></p> <p>If a child, young person or parent are unhappy with a health service they are able to raise this with Herefordshire and Worcestershire Health and Care NHS Trust or with Herefordshire and Worcestershire CCG. The 'contact us' link on both websites has up to date details of where concerns can be sent through to.</p> <p>Links to these pages can be found on the Local Offer here <a href="#">SEND Local Offer compliments and complaints</a></p>
<p>You said information about continuing healthcare funding was hard to find</p>	<p>We have information about continuing healthcare funding in the Money Matters section of the Local Offer, following this feedback we have now added the information to the Health section of the Local Offer here: <a href="#">SEND Local Offer Health and Wellbeing</a></p>
<p>You wanted mental health advice for an under ten</p>	<p>Worcestershire CAMHS and Reach 4 Wellbeing accept referrals for under 10s where their needs meet the referral criteria. CAMHS CAST – Consultation, Advice, Supervision and Training also accept referrals from professionals where advice is needed for a child under 10.</p> <p>Links to their pages can be found on the Local Offer <a href="#">SEND Local Offer Health Services for children and young people with SEND</a></p>
<p><b>Feedback about information on the Local Offer – education</b></p>	
<p>You said you wanted more information about support in school for children who don't have an EHCP</p>	<p>We have worked with parent carers and partners on information about the Graduated Response, which is the support which should be available in educational establishments for children and young people with SEND. This information can be found here <a href="#">Local Offer SEND support in education</a></p>
<p>You said there needed to be more information about schools and what they should be providing</p>	<p>The pages have been updated and information has also been included about where to go to for help, advice and support on a range of issues including support in schools.</p>

You said	We did
	<p>We've also included information about what schools and other services should provide for children and young people with additional needs, this is called the Graduated Response and we now have an 'Understanding the Graduated Response' guide which has been co-produced with partners including parent carers <a href="#">Local Offer SEND support in education</a></p> <p>In response to comments from parents we have renamed the pages to make it easier to find.</p>
<p>You said you wanted information about personal budgets</p>	<p>We have a section called Money Matters and Benefits which has information about different benefits, allowances, personal budgets and direct payments. <a href="#">SEND Local Offer Money matters and benefits</a></p>
<p>You have said that the information about school transport wasn't easy to understand or comprehensive.</p>	<p>We have looked at the information for school transport and for accessing help towards transport and put the links to the information together on the Schools pages. <a href="#">SEND Local Offer Education, schools and colleges</a></p> <p>We encourage our colleagues to look at their pages regularly and check they are clear and understandable.</p>
<p>You asked for information about what advice is available on working with your child's school if things aren't going well</p>	<p>We have a section called Who to contact for advice and that has details about SENDIASS. You can find it here <a href="#">Local Offer Who to contact for advice and guidance</a></p>
<p>You said you would like more information about what is available for young people post 16, with or without an EHCP, other than colleges.</p>	<p>We are currently working with partners, including young people and parent carers, on the Post 16 section of the Local Offer. We will use the comments made to look at new content.</p>
<p>You asked for information about tribunals</p>	<p>There is information available about tribunals under the Resolving disagreements, mediation and complaints section: <a href="#">Local Offer SEND Tribunals information</a></p>
<p>You asked for information about the EHC Assessment, how to request one, who can help and timelines</p>	<p>There is information about what an EHCP is and a flowchart showing the timeline for an assessment, which can be found here: <a href="#">Local Offer - what is an EHCP?</a></p> <p>Details about who can request an assessment can be found here: <a href="#">Local Offer - what evidence do I need for an EHC assessment?</a></p>

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You wanted to know what more about what support schools can ask for help from and details about their area of expertise	We have co-produced with partners, including parent carers, an 'Understanding the Graduated Response' to go alongside the Graduated Response document. This contains information about what help, and expertise schools can ask for. <a href="#">SEND Local Offer Graduated Response</a>
You wanted details of specialist colleges	We have identified that the Post-16 section of the Local Offer needs improving so we are working on these pages with partners including parent carers and young people. The new co-produced pages will provide information about colleges in Worcestershire. It is not possible to list all the specialist colleges in the country, but we have a link to the National database of Independent specialist schools and colleges which can be found on GOV.UK. <a href="#">SEND Local Offer Find a school or college</a>
You wanted information about private tutors	It is not possible to list all the private tutors in Worcestershire; we could not verify their credentials or maintain an up to date list.
You asked for information about early years education and how to access it	We are working with partners, including Families in Partnership, to produce a clear Early Years Pathway. The Early years section of the Local Offer has been revised with parent carers and new content added this year. This work is ongoing and we are continuing to update the information in this section.
You asked about specific policies in school.	Specific policies and areas of interest should be discussed your child's school and their policies should be clearly displayed on their website.
You said you found searching for schools, especially Special Schools difficult, and you wanted information about school spaces	We have looked at the school search facility and made sure you can search for special schools only. All schools listed include the address and you can search by catchment area, using a postcode, or by town. Information about number of children on the school roll can be found on the information page for each school. There is a page on Worcestershire Children First (WCF) website which explains about school placement planning, which is for all places not just children with SEND – you can find it here: <a href="#">WCF School organisation and planning</a>



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<p>You want to know about the process once your child has an EHCP, annual reviews, when things should happen, what paperwork schools should have.</p>	<p>We are working on the processes around the EHC Assessments and Plans, with partners including parent carers. Once this process has been completed, we will review the pages on the Local offer to reflect the changes.</p> <p>Information about the processes can be found as follows:            EHCP timescales: <a href="#">SEND Local Offer What is an EHCP</a>            Documents required for EHCP: <a href="#">SEND Local Offer Evidence needed for EHC assessment</a>            We have included an animation which explains the EHCP process, which you can find here: <a href="#">SEND Local Offer EHC animation</a></p>
<p>You asked where you could find information about what funding and hours had been allocated to your child through the EHCP</p>	<p>EHCPs are about meeting a child's outcomes and how this will be achieved. This may include details about what support is need and for how long, but it is individual to each child. More details about what should be included in an EHCP can be found here: <a href="#">SEND Local Offer Info in an EHCP</a></p>
<p>You said you wanted details of alternative provision</p>	<p>We are currently looking at the Alternative Provision in Worcestershire with partners, including parent carers and children and young people. Once the review has been completed the Local Offer will be updated.</p>
<p>You wanted to know how you can apply for a place in a special school</p>	<p>Details about Specialist school placements can be found on the Local Offer here <a href="#">SEND Local Offer Specialist school places</a></p>
<p><b>Feedback about information on the Local Offer – social care and support</b></p>	
<p>You said you wanted clearer information about Short Breaks for children and young people with SEND and how Direct Payments can be used.</p>	<p>We have updated the information about activities available to children and young people including Short Breaks. The information about Direct Payments has also been updated and included in the information regarding Specialist Short Breaks.</p>
<p>You said you wanted information about what help is available from the Children with Disabilities Team in Social Care.</p>	<p>Details about the Children with Disabilities team's assessment and support in the Eligibility Criteria can be found on these pages on the Local Offer, along with details of other support for those who don't meet the eligibility criteria for Social Care: <a href="#">SEND Local Offer Care, Support and Money Matters</a></p>
<p>You said you wanted information about what support is available for siblings</p>	<p>Following this feedback, we have added this information to the Local Offer in the Care, Support and Money Matters section. Siblings of children with</p>

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	SEND are known as Young carers and a link to the relevant information can be found on this page: <a href="#">SEND Local Offer Care, Support and Money Matters</a>