

Local Offer Feedback Report 2020-22



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Introduction

In early 2021 and 2022 Worcestershire Children First and Families in Partnership (FiP), sent out a joint parent carer survey to obtain the views of parent carers about services in the area for their children and young people with Special Educational needs/disability (SEND). Within the survey we asked for feedback about Worcestershire's SEND Local Offer.

The results from questions about the Local Offer have been analysed and form the basis of this report along with comments we've received via the localoffer@worcschildrenfirst.org.uk email.

We are revising our SEND Local Offer website with parent carers and young people and intend to launch the new site in Spring 2023. All the comments and suggestions submitted will form an integral part of this work and will be used to target areas which need development and help us to re-evaluate content.

Thank you

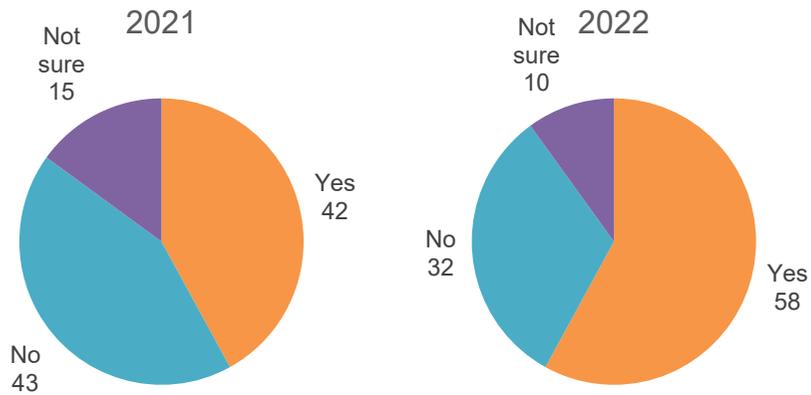
The annual survey was one of the ways that we asked for feedback about services for children with special educational needs and/or disabilities (SEND), and these were the second and third such surveys.

We would like to thank everyone who took the time to respond and let us know what they think, along with those who emailed us via the Local Offer website, thank you to all of you.

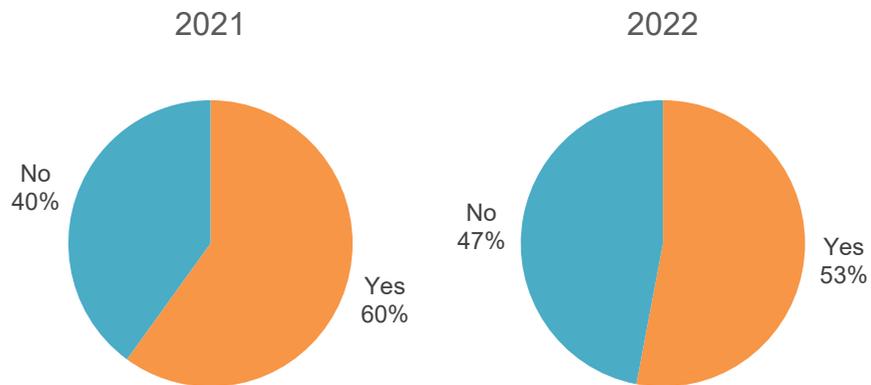
The Local Offer

Do you know where to find information and advice for, and about, children and young people with special educational needs and/or disabilities (SEND)? - This is called the Worcestershire SEND Local Offer

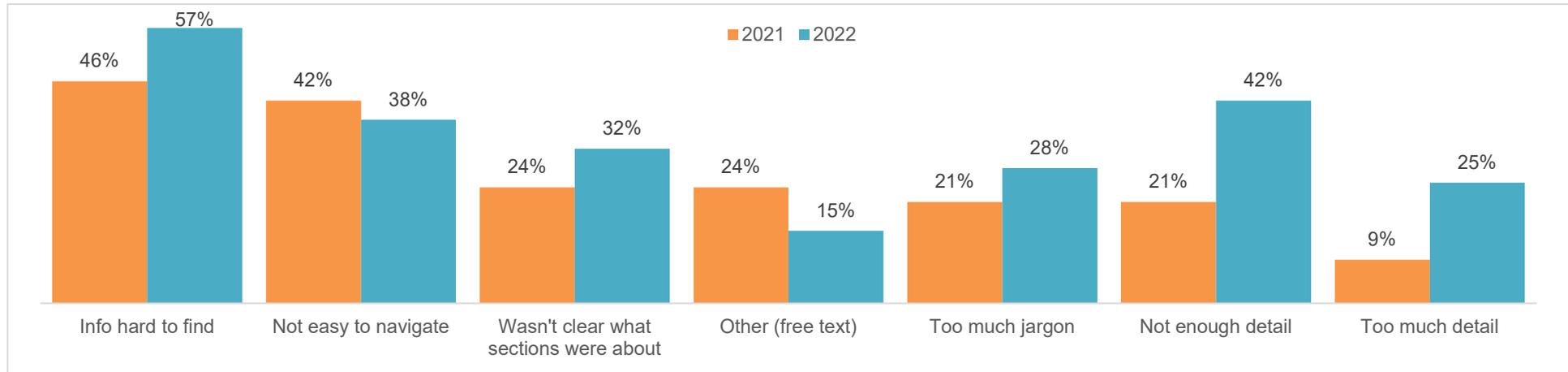
Shown as a percentage of respondents who answered the question.



Is the Worcestershire SEND Local Offer easy to use?

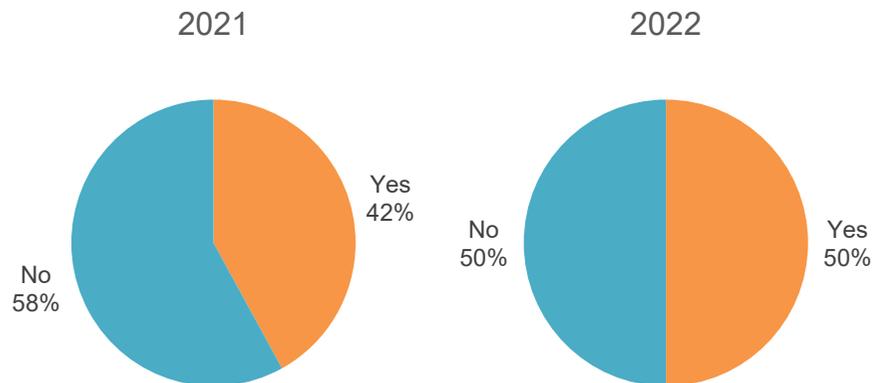


What specifically is not easy to use? (Shown as a % of those who responded)

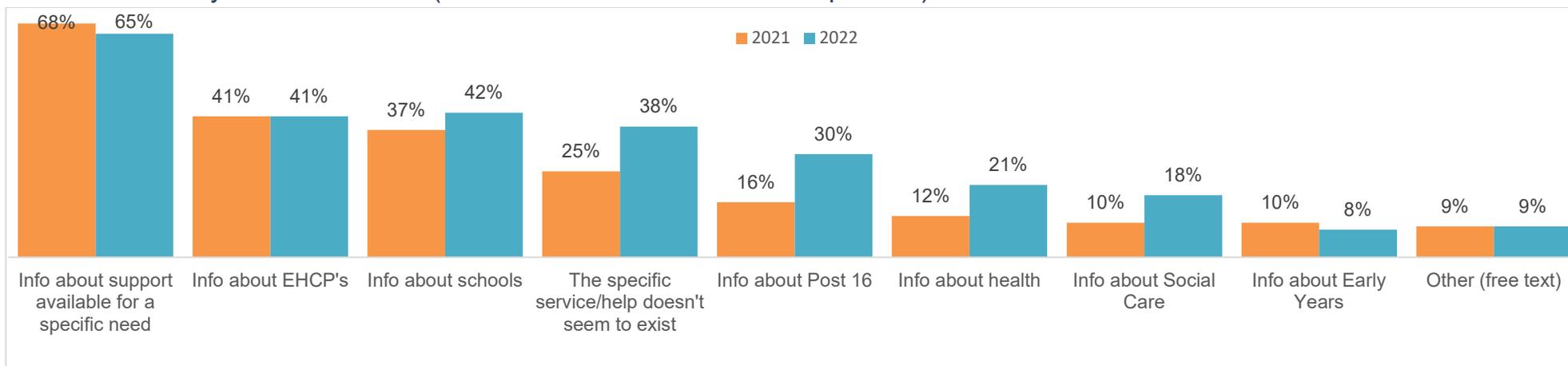


The free text comments we received in 'Other' covered not being able to access the services/support on the Local Offer, the layout and design (of the Local Offer) and making it more accessible to parents with SEND. There were some comments which echoed the topic areas given i.e. not being easy to navigate and the level of information available. All the comments have been included in the 'Feedback around the way that the Local Offer looks and works' portion of 'You said, we did' section below.

Is there any information about SEND you were looking for and have not been able to find?



What was it that you couldn't find? (Shown as a % of those who responded)



We asked the respondents who could not find the information they were looking for, what it was that they couldn't find, giving choices based on other feedback, along with the option 'Other', with a free text box to write comments. Most of these open text comments were covered by the options but gave more detail/specifics about what they couldn't find. In addition, respondents also asked for information about Activities for children with SEND, general help and support, support for siblings, young carers and carers, information about making a complaint and more detailed information about Education other than at School (EOTAS). The comments are included in the 'You said, we did' section below and will be used to help inform the Local Offer redesign.

You said, We did

Feedback around the way that the Local Offer looks and works

You said	We did
<p>You said the Local Offer was difficult to find and that schools didn't signpost to it.</p>	<p>On the advice of our website team, the Local Offer website is hosted on the Worcestershire County Council (WCC) site, rather than being a standalone website. This should make it easier to find if someone is using a search engine to look for Worcestershire SEND information. The SEND Local Offer will be listed clearly on the new county council website, which should make it easier to find.</p> <p>We have run awareness campaigns on social media and attended events to demonstrate and publicise the site.</p> <p>We work with school SENCo's to encourage the use of the Local Offer and ask them to include a link to it on their school website.</p>
<p>You said that information on some of the pages was out of date.</p>	<p>We have looked at specific pages where inaccuracies have been identified and updated content, this includes removing or replacing links that don't work properly.</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 localoffer@worschildrenfirst.org.uk.</p> <p>The planned refresh of the Local Offer, which is underway, will include a review of all information to ensure it is accurate and up to date.</p>
<p>You said you didn't like that you are taken off to other sites, could all the information be gathered on to one site.</p>	<p>We try to include links to pages with information we think you will find useful, including links to other pages on the Worcestershire Children First and Worcestershire County Council websites, as well as partners such as the NHS. We do this rather than reproduce the information on the Local Offer pages as this is the best way to try to ensure the information is kept up to date.</p>
<p>You said you didn't find the pages visually appealing or inviting.</p>	<p>We have tried to include images and colour where we can, within the constraints of the current website software. However, the council is moving to a new platform, using new software, in 2023 and we will have the ability to make the pages more visually appealing.</p>
<p>You said you didn't find some of the graphics we had used on some pages helpful.</p>	<p>We have looked at the relevant pages, which were originally co-designed with parent carers, and removed the graphics which had been identified as a problem. As part of our ongoing development of the Local Offer these pages</p>

You said	We did
	have been updated and work continues to look at useful and meaningful ways to present the information.
You said that you find receiving information via video unhelpful, that you find them difficult to watch.	We have included short animations and videos where we can, because some people have told us they find them the best way to get information. However, we make sure that they don't contain any information that can't be found elsewhere on the page in a text form.
You said the site wasn't easy to navigate particularly for people with SEND themselves.	We have been told that the site can be difficult to navigate for some people and wish to address this. When we co-design the new site, we will be working with several groups including parent carer support groups and young people to make it as easy to navigate as we can.
You said you wanted less 'clicks' to get to information and the information laid out more clearly, with key points highlighted.	The old website software meant we were restricted to the amount of information each page could contain and how it linked to other pages. The new site will enable us to have less 'tiers' of information, meaning key points can be expanded upon within one page.
You said you thought the website was written for professionals, not parent carers.	We have co-produced many of the pages with parent carers and encourage our partners to do the same. As part of the Local Offer review, we will be working with parent carers and young people, including them in the redesign.
You said that some of the information is useful, but there is not enough depth of information.	We have previously worked with parent carers to look at the way we present information. On the existing site, where possible, we try to put an overview on the pages and then link to more in-depth information should families wish to read more. We intend to look at this again and work with parent carers and young people when we look at the way the new site works.
You suggested looking at Local Offer sites in other areas and using the 'best bits' in the Worcestershire one.	Part of our work redesigning the Local Offer involves looking at Local Offer sites in other areas and together with parent carers and young people, agree what we like and don't like.
You have said you would like to have contact details on each page.	Each service area of Worcestershire Children First should have their contact details clearly displayed and we encourage our partners to do the same. It is council policy not to use individuals contact details as these can easily go out of date or the person could move on to a different role.

You said	We did
You said you find your information from other organisations.	We understand that families have a range of places to access information. We aim to make the Local Offer accessible whilst providing an overview of services and support.
You said that sometimes you find the information about services isn't reflected in the actual practice.	We ask that services and partners regularly check their pages to make sure they accurately reflect what is on offer. We try to include information about referral routes and be clear about what can and can't be expected. We will be looking at the content as part of the redesign.

Feedback about information on the Local Offer – support services and general comments

You said	We did
You said that the service or help you needed didn't seem to exist.	We have created pages within the Local Offer which contain details of support available to families and we encourage partners to do the same. As part of the redesign, we will be reviewing and updating the information available.
You said that you either can't access the services you need or it's not clear how you can access them.	We want to have clear and accessible information about services and referral routes on the Local Offer. We encourage all agencies to be clear about what they offer and how families can access services.
You said you couldn't find any information about the 0-25 service/team.	As part of the refresh of the Local Offer we will be adding details of the teams within the All-Age Disability (0-25) service and what they provide.
You said you would like links to private as well as council funded services, diagnostics, and support.	We have several directories on the Local Offer, where people can search for support groups, local and national organisations, and activities. During the Local Offer review, we will look at the directories we currently have with parent carers to identify areas for development.
You said you wanted more information about autism.	There are several pages relating to autism on Worcestershire Children First and Worcestershire County Council websites. It is acknowledged that the information is not always easy to find. We will be working with parent carers

You said	We did
	<p>and young people as part of the redesign of the Local Offer which will include information relating to autism.</p> <p>As part of the development of the All-Age Autism Strategy, we will look at the information we have and how we publicise it.</p> <p>We do already include information about different disabilities which does signpost to other disability specific websites. Much of the information on the Local Offer isn't disability specific however, so it's important that we remind users to check across the site for the information they need.</p>
<p>You said you wanted more information about support for specific needs/conditions.</p>	<p>We cannot have specific pages about every disability, but we have tried to include as much information as possible and aim to signpost to disability specific websites. Where there are specific services for children and young people with an identified disability, we have included them. We also include information about support groups, some of which are disability specific.</p>
<p>You said you couldn't find any information about what support is available pre-diagnosis particularly for children/young people with autism.</p>	<p>Herefordshire and Worcestershire Health and Care NHS Trust has improved the information available to families whilst a child or young person is being assessed to enable them to access support during this period.</p>
<p>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.</p>	<p>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</p> <p>Short Breaks and activities</p> <p>If you are aware of any groups which aren't listed, you can let us know by emailing localoffer@worcschildrenfirst.org.uk and we can include them.</p>
<p>You said you would like information about inclusive activities, holiday clubs, Saturday clubs organised by age (in particular for young children with SEND).</p>	<p>Information about groups is published on the Local Offer, you can find it here: Short break groups and activities</p> <p>Currently the databases can only have one search criteria, which we chose to be by area. We will be looking at how the information is organised during the website review, and if possible, will ensure that there is a facility to search by age range as well.</p>
<p>You said you would like more information specific to Early Years.</p>	<p>There has been work going on following an Early Years stakeholder consultation in late 2020. This resulted in an improvement plan, and one of the key themes in the plan is communication and information for parents.</p>

You said	We did
	Some work has been completed on the Early Years section of the Local Offer, but this is an area which has been identified as a key area for development in the new site. We will be working with parent carers to co-produce the content to ensure we are producing clear information that families need and want to know.
You said you would like more information about services and support for young people post 16.	We will be looking at the Post 16 information as part of our work to co-produce the new Local Offer. This will involve young people to ensure that the information we are providing is what is required, clear and understandable.
You said you would like to see more detail and information about jobs, apprenticeships, traineeships and opportunities for SEND young people once they leave school.	There is an existing section on the Local Offer: Education, Training and Employment , which covers this area. We are looking to further develop and review our Preparation for Adulthood section and these pages will be part of that review. We will be working with young people to look at content and co-produce these pages, so they contain information that young people want.
You said you would like information about the support available for young people who have a diagnosis in early adulthood.	We have recently added information on the Local Offer about a pilot service for teens aged 14-18 with a recent autism diagnosis. We are working co-productively with health colleagues and parent carers to develop this. Part of this will be outlining the different services that are available at each age, which will inform anyone seeking support for young people who receive a diagnosis in early adulthood. SEND health and wellbeing
You said you would like information about the legal rights of children and how to support that.	We provide information about who can help and advise you on a variety of subjects on the Who to contact for advice section of the Local Offer. This contains a link to SENDIASS, Worcestershire's information, advice and support service: Who to contact for advice and guidance

Feedback about information on the Local Offer – health services

You said	We did
You said you wanted information about Health Services in Worcestershire.	We work closely with our health colleagues to try to ensure the information and links we provide on the Local Offer are up to date and relevant. The

You said	We did
	Local Offer health pages were co-produced with parent carers and offer an introduction into SEND and health services, with opportunities to find out more from the NHS webpages.
You said you wanted information on the different therapy services.	You can find some information on the different therapy services on the SEND health pages: SEND health and wellbeing and there is a link through to the NHS site, where it goes into more detail.
You said you wanted details about referral pathways to health services.	The Local Offer Health pages are an introduction into SEND and health services, with links to the relevant NHS webpages. The NHS pages provide information about referral pathways and are regularly updated.
You said you wanted more information about how to get a diagnosis.	Where possible we link to the relevant NHS pages which provide information about how the referral pathway works for a particular service. We have also included information on the Early years pages about what to do if you have concerns about your child, which talks about the different pathways and professionals: What to do if you have concerns about your child?
You said you wanted more information about the Child Development team and what services they offer.	We have details about the Child development teams on the Local Offer: Health Services for SEND families with links through to the NHS site where more detail can be found.
You wanted information about Paediatric neurologists.	We have now added information about Paediatric Neurology to the Local Offer in response to parent carers asking for it. The information can be found here: Health services for children and young people with SEND
You said you wanted information about mental health support for children and young people who have Autism.	A service is currently being piloted with children and young people who receive a later diagnosis, and are aged 14-18, to help them understand what their diagnosis means for them. This is being evaluated to understand if children and young people and their families find it helpful and will inform decisions about future provision of support. You can find details of the service here: SEND health and wellbeing Commissioners are working with the SEND Parent carer Stakeholder Group to understand what mental health support would be helpful for those children and young people who are unable to access the current support offer, this might include debilitating anxiety, agoraphobia, or other needs.

You said	We did
	We will update the Local Offer with details once they are available.
You said you wanted information about the Umbrella Pathway, with information about the referral process, waiting times and how you can check progress.	The Umbrella Pathway Assessment process is detailed on the NHS Health & Care Trust website, and we have included a link to it from the Local Offer. The length of time a child or young person is on the assessment pathway will vary according to the number of assessments required. After each assessment you will be informed of the next step and when you can expect that to happen.
You wanted advice about supporting children/young people with agoraphobia.	Commissioners are working with the SEND Parent carer Stakeholder Group to understand what mental health support would be helpful for those children and young people who are unable to access the current support offer, this might include debilitating anxiety, agoraphobia, or other needs. We will update the Local Offer with details once they are available.

Feedback about information on the Local Offer – education

You said	We did
You said you wanted information about the schools in Worcestershire.	We have information about schools and colleges on the Local Offer including what to consider when choosing a school and applying for school places. Education, schools and colleges
You said you would like lists of schools and the alternative provision which is available for children and young people with SEND.	We currently direct people to the national database: (Gov.uk Independent special schools and colleges) as well as our own school search. However, following comments and suggestions from parent carers, we have added a link to a searchable, external database which lists special schools and specialist provision across the country: Specialist school placements . We also intend to have our own searchable database, which covers alternative provision and independent schools, this will be available in 2023.
You said it would be useful to have, in one place, the specialisms of each special school and the age range of the school.	The school search database is being looked at as part of the work redeveloping Worcestershire County Council websites. Comments such as this will be taken into account when we look at improving the functions of the search and the information it returns.

You said	We did
You wanted to know how you can apply for a place in a special school.	Details about Specialist school placements and how you apply for them can be found on the Local Offer here: Specialist school places .
You said you wanted more information about support in school for children who don't have an EHCP.	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. The information has been co-produced and includes an animation and an Understanding the Graduated Response guide as well as information about the Post 16 Graduated Response. This information can be found here: SEND support in education
You said there needed to be more information about schools and what they should be providing.	Following comments from families about wanting to know more about what schools should be providing we updated the information on the Local Offer. We have 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: SEND support in education
You asked for information about what advice is available on working with your child's school if things aren't going well, if they aren't delivering what they should be and how to complain.	We have a section called 'Who to contact for advice' which has details about SENDIASS, Worcestershire's SEND Information, Advice and Support Service. You can find it here: Who to contact for advice and guidance . We also have information about how to make complaints here: Compliments and complaints . We will be working with parent carers to develop this area during the Local Offer review. Together we will co-produce the content and to understand what information is needed, and make sure that it is clear and understandable.
You wanted to know more about what support schools can ask for, what training is available to them and how they can access it.	We have co-produced with partners, including parent carers, an 'Understanding the Graduated Response' guide to go alongside the Graduated Response document. Both documents contain information about what help, and expertise schools can ask for. Graduated Response

You said	We did
<p>You said you wanted information about what SEN facilities and experience each school has.</p>	<p>The SEND Code of Practice is clear that each school must publish a SEN information report on their website about the implementation of the governing bodies, or the proprietor's, policy for pupils with SEN. Worcestershire has nearly 250 maintained and academy schools, we have a database where you can search by area and school type, (independent or privately owned schools are not included) and through that you will be able to access each school's website.</p>
<p>You asked for information about the EHC Assessment, how to request one, who can help you and timelines.</p>	<p>In the information about what an EHCP is, there is a flowchart showing the timeline for an assessment, which can be found here: What is an EHCP? Details about who can request an assessment can be found here: What evidence do I need for an EHC assessment?</p> <p>We also have a section called 'Who to contact for advice' that has details about SENDIASS, Worcestershire's SEND Information, Advice and Support Service. You can find it here Who to contact for advice and guidance We recognise that this is a key area for parent carers and therefore we will be evaluating the pages and content with parent carers in the Local Offer website review.</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 needed 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: Information in an EHCP For specific questions relating to an individual child, we would recommend you contact your child's school.</p>
<p>You said you wanted information about Transitions.</p>	<p>All of the information about Transitions is being updated as part of the Local Offer refresh. There will be guidance for schools and settings included in this, with a focus on pupils with SEND and other vulnerable groups. This will provide consistency of practice.</p>
<p>You said you would like clear information about the specialist schools and colleges which are available for SEND young people post 16.</p>	<p>We have a section on the Local Offer called Post 16 learning options: Post 16 learning options for young people with SEND. We are looking to further develop and review our 'Preparing for Adulthood' section and these pages will be part of that review. We will be working with young people to look at</p>

You said	We did
	content and co-produce these pages, so they contain information that young people want.
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>We have a variety of information about different aspects of life, Post-16, in our 'Preparing for Adulthood' section of the Local Offer Preparing for adulthood.</p> <p>To help families access information about a range of post 16 options, we have added links to national websites including the Gov.UK database of independent schools and colleges, Specialist colleges Post 16 learning options for young people with SEND.</p> <p>We also have information about Apprenticeships, Supported Internships, Careers advice and the help available to find work: Education, Training and Employment.</p> <p>We are going to be developing this area as part of the Local Offer redesign work, co-producing content with young people, so it has the information they are looking for.</p>
You said you wanted information about Home Education.	<p>Currently we have a link on the Education, Schools and colleges section of the Local Offer to Home Education: Home Education.</p> <p>We also include links to some Home Schooling websites on the useful website section: Useful websites and links</p> <p>In addition there are home schooling support groups listed in the parent and carers support group database: Support groups for parents and carers</p> <p>As part of the work redeveloping the website, we will be working with parent carers to see how we present this information in a way that is the most useful to them.</p>
You said you wanted information about Education other than at School (EOTAS)	At the moment the information relating to EOTAS can be found in different areas of the Local Offer. As part of the redevelopment work, we will be looking to bring it together and ensure that it is accessible.

Feedback about information on the Local Offer – social care and support

You said	We did
<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 eligibility criteria, assessment and the support they offer, 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: Care, Support and Money Matters</p>
<p>You said you wanted information about what support is available for siblings.</p>	<p>Following feedback, we have added this information to the Local Offer in the Care, Support and Money Matters section. Siblings of children with SEND can be known as Young carers and a link to the relevant information can be found on this page: Care, Support and Money Matters</p>
<p>You said you would like information about support for parent carers.</p>	<p>We have developed directories where users can search for parent support groups in their area, and another one which enables parents to search for helpful websites, both national and local. On the suggestion of parent carers, we have added a link to the helpful website's directory onto the Care and Support pages. Support Groups for parent carers Useful websites</p>
<p>You said you wanted information about Short Breaks for children and young people with SEND, specifically for those with ASD or ADHD.</p>	<p>We have information on the Local Offer about Short Breaks, and you can search by geographical area, but not disability, because at the moment, the directories can only have one filter option Short breaks. We will be looking at these pages with SEND families, as part of the redevelopment of the Local Offer. We are also developing the short breaks groups and activities offer.</p>
<p>You said you wanted more help regarding direct payments, what they can be used for, and information about finding suitable workers.</p>	<p>We have information about Direct Payments on the Local Offer: Direct Payments . We are developing the Direct payments pages, to ensure families are able to get the most out of self-directed care.</p>