



HARTLEPOOL
BOROUGH COUNCIL

Local Offer of Services
Feedback Report
August 2021/22

Children's and Joint Commissioning Services

Reforms under the Children and Families Act 2014. The Local Offer provides information about services that are available for children and young people with special educational needs and disabilities between the ages of 0 – 25 years. The local authority is required to publish information about services available both locally and outside of the local area to inform parents, carers, children and young people of the types of services that are available to access.

The Local Offer will:

- Provide information about education, health and care services
- Provide information about leisure activities and support groups
- Hold all information in one place
- Be clear, comprehensive and accessible
- Make service provision more responsive to local needs and aspirations
- Be developed and reviewed with service providers and service users

What have we done?

- We have held focus groups to review the local offer and have taken on board feedback with regards to content and the layout of the local offer and continue to work on developing and updating the site.
- We have continued to work actively with families, voluntary and community sector, public sector departments and health.
- We continue to work closely with the Parent Carer Forum to review the local offer.
- We have delivered a series of briefing sessions to local authority staff members, school SENCO Forums and directly with schools, together with the Parent Carer Forum to raise awareness of the local offer.
- We have continued to work with schools to ensure their school's local offer links into the council's local offer of services.
- Parents continue to be at the heart of design and production of the information to ensure we got it right and we continue to look at more ways of involving our children and young people.

- The local offer is incorporated into the SEND Improvement Action Plan.
- We have worked with parents/ carers of the Parent Carer Forum to be a critical friend of our current local offer pages and to take on board their thoughts and views when carrying out future work to improve elements of the local offer.
- We have been able to extract data to inform the most popular areas of the site accessed and on which days and times activity are at their highest.

This is what you said, and this is what we did

This is what you said	This is what we did
Increase the number of briefing sessions to schools, groups and the parent carer forum	We have delivered a series of awareness sessions across a variety of settings and schools
More information for Post 16 offer	We continue to work with colleagues across all sectors to improve and increase the level of information available for families and young people to make informed decisions
Direct links to other services via the local offer, such as SENDIAS Service	A direct link is on the home page of Hartlepool Now and also included within the local offer

Local Offer - Statistics September 2021 to August 2022

Since the launch of the new Local Offer website we have been able to capture statistical data on the usage of the website.

During this period the local offer page views has totalled 1961.

The top most local offer pages viewed:

- 1749 local offer pages viewed, in terms of SEND, equating to 89.19%
- 18 page views of the Events, equating to 0.91%
- 5 page views for EHCP, equating to 0.25%
- 4 page views for National Deaf Society, equating to 0.20%

Tell us what you think?

To make sure that the Local Offer is helpful and easy to use, we will continue to work with service providers, parents, carers and young people to make sure that the Local Offer is fit for purpose. The Local Offer will continue to develop and change to meet need.

We would like to hear from as many people as possible to make sure we get it right. Your comments are important to us, therefore if you have a few minutes to spare, please use the feedback button on the local offer.

You can check the local offer of services by going onto the direct link: www.hartlepoolnow.co.uk/local_offer

If you would like to discuss the local offer in person or have any queries, you can contact the Local Offer Lead on: 01429 284876 or email: tracy.liveras@hartlepool.gov.uk

