



# Local Offer Consultation Response

## Our Summer 2019 Local Offer consultation

In addition to responding to feedback throughout the year, we ran a consultation for parent carers, children and young people and professionals to gain further comprehensive information about the Local Offer website and share thoughts about how it could be improved.

We sought feedback from children and young people, parent carers, and other partners about the progress we have made in making the Local Offer relevant and useful, identifying what we are doing well, and what we could improve; as well as some feedback on whether the services we offer meet children and young people's needs.

We raised awareness of this survey through the following:

- SEND Newsletter;
- Local Offer website;
- Annual SEND conference for parent carers and professionals;
- Barnet Parent Carer Forum and SENDIASS mailing lists;
- School circular;
- Education & Skills email directory;
- Designated Clinical Officer (Clinical Commissioning Group, Health) email update;
- SENCO conference, and
- an email to the SENCO distribution list.

We committed to publishing this feedback on the Local Offer website and use it to develop the Local Offer website and local services over the next academic year.

The survey ran from 13th June 2019 to 21st July 2019.

The feedback we have received about services will be shared with the services and incorporated into the action planning, particularly in relation to the nine SEND multiagency Workstreams.

## Feedback from the Annual consultation

Although we will consider the full range of feedback provided, a number of consistent themes came out from responses to the survey, which have been presented below along with 'Next steps'.

Theme	Next steps
Respondents would like to see more promotion of the Local Offer to parent carers and professionals.	The Local Offer Steering Group will develop a communications plan to ensure that the Local Offer is promoted across a range of platforms and audiences.
Respondents can find it difficult to find the information they are looking for. Respondents also say that unless users know what they are looking for in advance, they can miss important and useful information.	The Local Offer Steering Group will look at the design of the website to see if restructuring information could help.  The Local Offer Steering Group will also publish a Local Offer site map to help users locate desired content.
Respondents say information on the Local Offer is not always clear and up to date, and can contain lots of jargon.	We will draw more attention to the Barnet's SEND Jargon Buster. The Local Offer Steering Group will develop a process to regularly review and quality assure the information provided on the Local Offer, including information about statutory services and the voluntary sector.
Respondents say that communication between the Local Area's SEND services and themselves is not always clear or consistent. The Local Offer could be used better to provide key information on a more regular basis. Some existing communication routes are not always effective, although the content is good (e.g. the SEND Newsletter).	The Local Offer Steering Group will review the routes to communicate information between the Local Area (this includes Health, Education and Social Care) and the community to ensure these are working as anticipated and publish information on how the community can expect to be informed on the Local Offer website. The group will work with providers and other partners to increase the frequency of information updates provided on the Local Offer website.
There are long waiting lists/times for some key services. This is resulting in some children and young people falling through the gaps. This is particularly felt to be the case for therapies, autism	There are a number of ways these areas are being addressed.  An Autism pathway group is currently reviewing the diagnostic pathway with an aim to reduce waiting times. This will feed into a

<p>diagnosis and mental health support.</p>	<p>new overarching multiagency Autism strategy.</p> <p>The CAMHS transformation plan aims to improve mental health support for children and young people, particularly developing a greater focus on early intervention.</p> <p>The news therapies provider (North East London Foundation Trust) is working with the Local Area to improve their waiting times.</p>
<p>Respondents report that there is a lack of clarity about transitions post-18 and that young people can fall through the gap at this stage. It is also felt there is a lack of employment preparation and support.</p>	<p>The SEND Development Group (multiagency with parent carer representation) is overseeing a Transitions Workstream which will provide clarity about transitions pathways from 0-25, in particular defining how education, health and social care should be working together to ensure young people’s needs are met at all stages to adulthood.</p> <p>There is also a post-16 workstream which aims to expand the employment support routes available to young people with special needs.</p>

## Conclusion

The consultation response sets out the next steps to be taken to improve the awareness of and impact of, Barnet’s Local Offer website. In particular, we remain committed to working with parent carers, children and young people and professionals to ensure we respond to feedback and develop ways to improve its accessibility.

Progress to continue to deliver improvements will be shared with the Local Area community (parent carers, schools/settings, statutory agencies Health, Education and Social Care) through the Local Offer website and SEND Newsletters, and will be driven by the Local Offer Steering Group with oversight from the SEND Development Group.

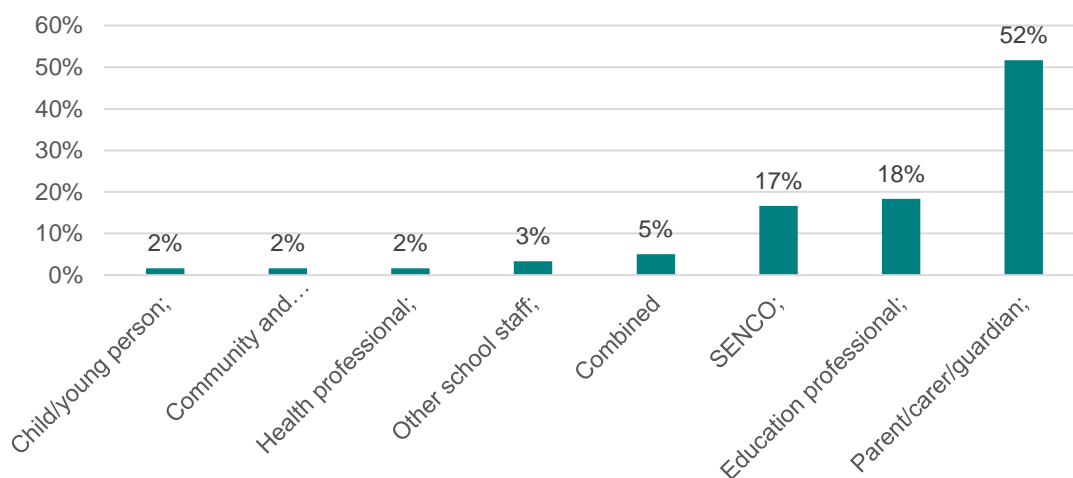
## Appendix A: Annual Local offer consultation responses

### Main survey

We asked a range of questions on how respondents use the Local Offer website and how they feel about the services currently on offer. Responses to each of the questions are detailed in this section. Proportions reported exclude blank responses.

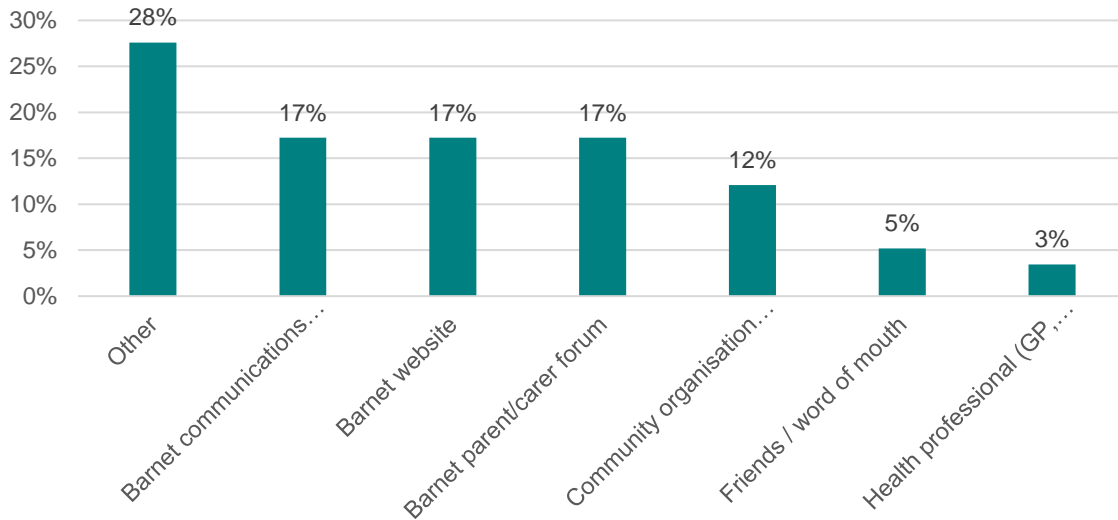
#### Question 1: In what capacity are you responding to the survey?

We received 60 responses to the survey. The majority (52%) were from parent carers with a further 35% from education professionals including SENCOs.



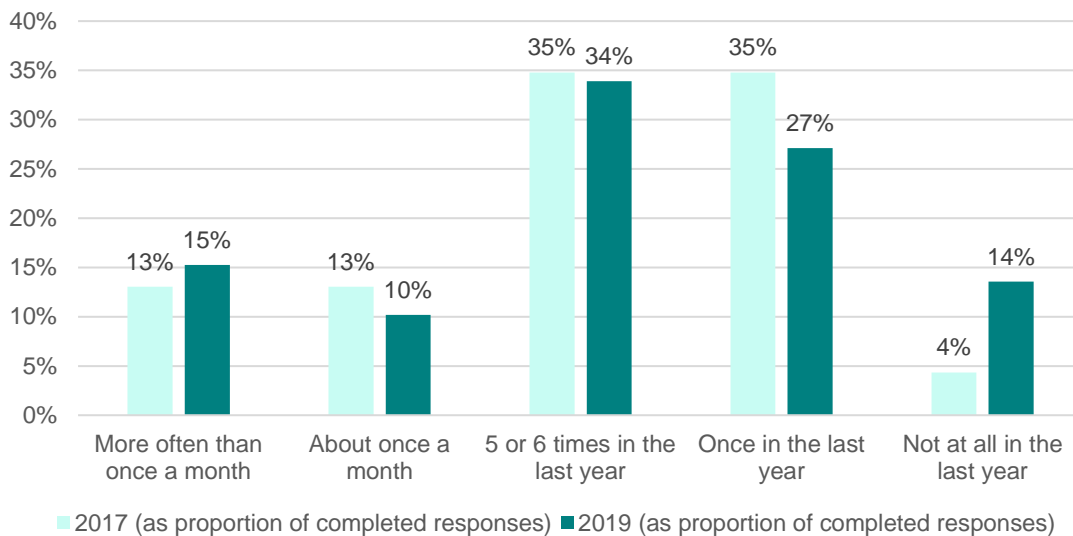
#### Question 2: How did you first hear about the Local Offer website?

51% of respondents heard of the Local Offer website from Barnet communications, the Barnet website or Barnet Parent Carer Forum. The 'Other' category included email, SENDIASS, by chance/web search, SENCO training, team meeting, SEND conference, schools and health visitor.



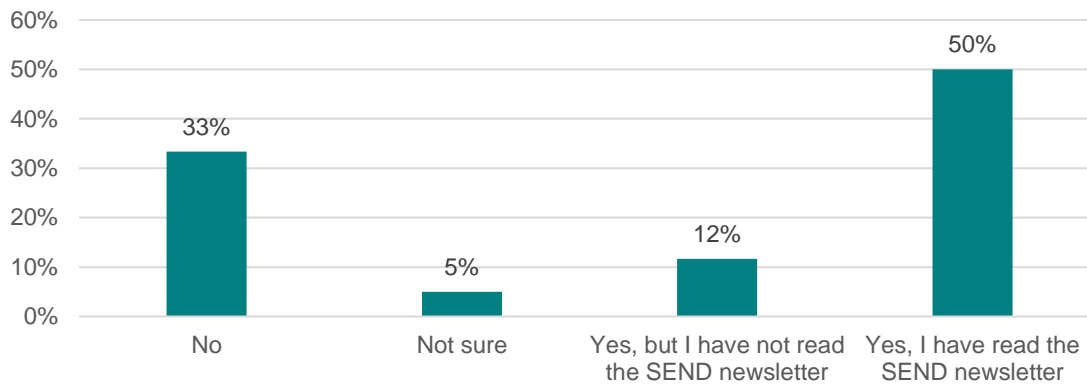
**Question 3: In the past 12 months, how many times have you used the Local Offer website?**

25% of respondents use the Local Offer website around once per month or more. The graph below shows compares usage in 2017 with usage in 2019.



#### Question 4: Have you heard of the termly SEND Newsletter?

Half of all respondents had heard of the SEND Newsletter, while a further 12% had heard of it but not read it.



#### Question 5: Do you have any feedback about the SEND Newsletter?

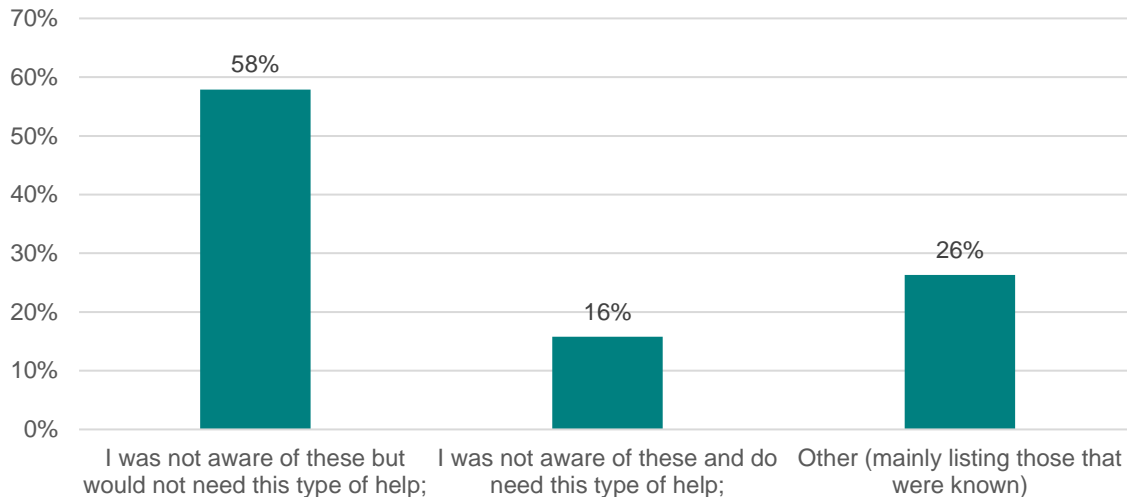
We received 15 comments on the SEND Newsletter.

Respondents said the Newsletters were informative and improving over time, but a number of respondents said that they didn't know how to find them, or weren't consistently receiving them through existing channels.

There was a suggestion to send the Newsletter to SENCOs not the school office and a suggestion to include it in the Barnet magazine. **This will be actioned from Autumn 2019.**

#### Question 6: Are you aware of any of the accessibility options we have on the Local Offer website?

A high proportion of respondents were not aware of the accessibility options on the Local Offer website (70%), however, most of these would not have needed accessibility options to support them in using the website. 15% of respondents were not aware of these options and would have needed this type of support.



**Question 7- Question 11: To what extent do you agree or disagree with the following statements?**

- The average score for “it was easy to find the information I was looking for” was rated 2.8, which is below the average score in 2017 (3.9) and there was a lower proportion of respondents gave a rating of 3+ this year.
- The average score for “The information was relevant to my needs” was rated 3.2 which was equal to the score in 2017 and a higher proportion of respondents gave a rating of 3+ this year, compared with 2017 results.
- The average score for “there was sufficient information on the services I was looking for” was rated 2.8 which is below the average score in 2017 (3.8) and a lower proportion of respondents gave a rating of 3+ this year.
- The average score for “the information was easy to understand” was 3.5, which is above the average score in 2017 (3.2) and a higher proportion of respondents gave a rating of 3+ this year.
- The average score for “it was easy to provide feedback on the Local Offer website” was rated 2.9 and there was no comparator for 2017.

This suggests the Local Offer is relatively easy for people to understand, provide feedback on, and in a lot of cases is relevant to respondent’s needs. However, it has become more difficult to find information on the Local Offer website and some respondents would have liked more information to be provided.

Statement	Year	1	2	3	4	5	blank	Ave	% 3+
"It was easy to find the information I was looking for on the Local Offer website"	2019	8	13	20	14	3	2		
	2017	0	5	0	9	7			
	2019	14%	22%	34%	24%	5%		2.8	63%
	2017	0%	24%	0%	43%	33%		3.9	76%
"The information on the Local Offer website"	2019	6	9	17	17	7	4		
	2017	2	5	3	8	3			

"was relevant to my needs"	2019	11%	16%	30%	30%	13%		3.2	73%
	2017	10%	24%	14%	38%	14%		3.2	66%
"There was sufficient information on the services I was looking for on the Local Offer website"	2019	7	17	15	15	2	4		
	2017	0	4	1	12	4			
	2019	13%	30%	27%	27%	4%		2.8	58%
	2017	0%	19%	5%	57%	19%		3.8	81%
"The information on the Local Offer website was easy to understand"	2019	3	6	13	28	6	4		
	2017	2	5	3	7	3			
	2019	5%	11%	23%	50%	11%		3.5	84%
	2017	10%	25%	15%	35%	15%		3.2	65%
"It was easy to provide feedback on the Local Offer website"	2019	10	4	22	15	3	6		
	2019	19%	7%	41%	28%	6%		2.9	75%

### Question 12: What would make it easier to find the information you need on the Local Offer?

We received 29 comments in response to this question.

Themes from the comments included:

- Removing the need to enter passwords when downloading documents;
- Less jargon, or clear and accessible descriptions of acronyms;
- Improved search functions;
- Clearer information regarding different services and how to access these, including for children with different needs e.g. secondary school transfer;
- Including all regularly used documents e.g. annual review forms and referral forms;
- Updating link errors.

### Question 13: Which parts of the Local Offer website have you found the most useful?

We received 33 comments in this question.

Particularly useful elements of the Local offer website included:

- Targeted information e.g. SENCO toolkit;
- Information on Short Breaks and holiday schemes;
- Explanations about the type of offer and what children and young people with SEND are entitled to;
- The events calendar.

5 comments specifically noted that very little was helpful on the Local Offer website because links are often broken, and signposts to organizations where "you just find roadblocks".



## Question 14: What are the most important things to improve on the Local Offer website?

31 comments were received for this question.

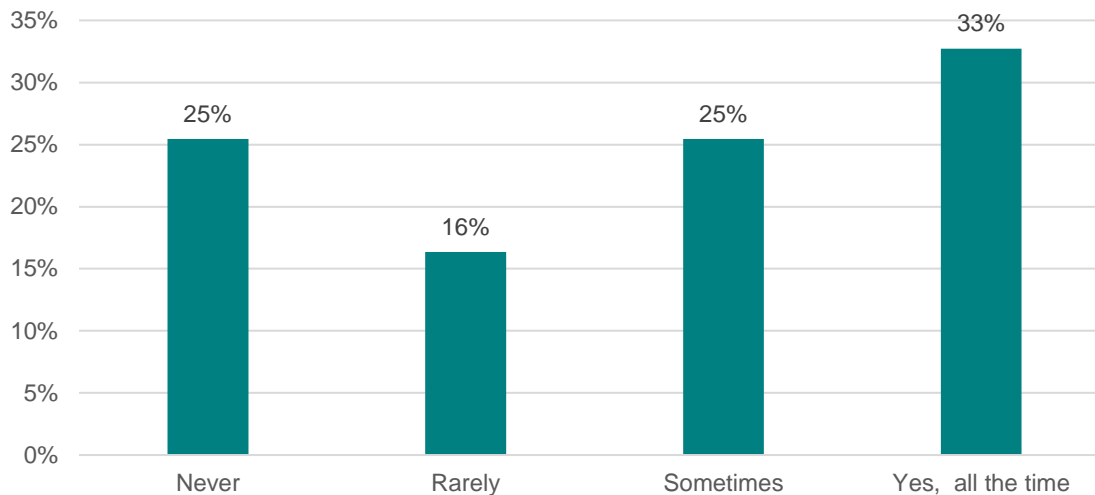
The most important things to improve included:

- Raising awareness of the Local Offer website with professionals, schools and families (“promote it”);
- Increase the amount of information available on services e.g. how activities or services are structured, whether there is 1:1 support;
- Improve the structure because “you can only find things if you know they are there”, “unless you do have a clear idea it is impossible to find what you need”;
- Forms for referrals;
- Populate the Young People’s Zone;
- Clearer and more in-depth information regarding all services;
- Making it easier to understand;
- Keeping information up to date and accessible (no broken links);
- Improving the number of, and range of, services on offer;
- Offer opportunities for services to be booked or managed online or via mobile;
- Reduce the number of links;
- Raise awareness of SENDIASS;
- Having a clearly accessible Glossary of terms;
- Around 5 comments referred to the range of services themselves needing to be improved.

## Question 15: Do you regularly signpost or recommend Barnet's Local Offer website to people you interact with?

58% of respondents regularly signpost or recommend Barnet’s Local Offer website. We hope that professionals will be signposting parent carers to the Local Offer website on a regular basis in future.

50% of professionals regularly signpost families, and 27% sometimes signpost families. For parent carers or children and young people, 17% regularly signpost families and 24% sometimes signpost families.



**Question 16: Please give reasons for why you would / would not signpost or recommend the Local Offer website to friends, colleagues or other families**

We received 31 comments in response to this question.

Comments from people who would not usually signpost included:

- Not finding the information useful or valuable for other families;
- Not finding there are valuable services to suggest to other families;
- People not finding it easy to use.

Comments from families who would sometimes or regularly signpost the Local Offer website included:

- To help raise awareness of the Local Offer;
- It includes lots of information in one place;
- Because it's important for families to access information to be involved in decision making;
- It is useful if you know what you want (but that professionals sometimes had to find the information and send parents direct links since the Local offer website is not that user friendly).

**Question 17: Overall, how satisfied or dissatisfied are you with the services for children and young people (aged 0- 25 years) with special educational needs and/or disabilities living in Barnet?**

In 2019, the average score for services for CYP with SEND was 2.8 compared to the average score of 3.2 in 2017. There was little difference in the percentages scoring 3+ in 2017 and 2019.

Question	Year	1	2	3	4	5	blank	Ave	% 3+
Overall, how satisfied or dissatisfied are you with the services for children and young people (aged 0- 25 years)?	2019	10	11	20	12	5	2		
	2017	3	9	6	9	6	2		
	2019	17%	19%	34%	21%	9%		2.8	64%
	2017	9%	27%	18%	27%	18%		3.2	63%

**Question 18: Please give reasons for your answer to the question above**

There were 37 comments received to this question.

Positive aspects of SEND provision in Barnet included:

- Good staff;
- Recent improvements, including Unitas, Short breaks, information reports from Educational Psychology, Speech and Language therapy and Occupational therapy;
- Positive early years and school experiences;
- Opportunities for parents and children to engage in feedback to the local authority;
- Good joint working between therapies and education.

Negative aspects of SEND provision in Barnet included:

- A limited offer of SEND activities and services available;
- Children and young people falling through gaps in the service, especially for mental health support (CAMHS);
- Some families feeling like “everything is a fight”;
- Waiting lists also meaning families are falling through the gaps: it is felt that without a diagnosis family cannot access support;
- Long waiting lists (therapies, CAMHS, ASD diagnosis);
- Lack of therapies provision in school;
- Poor short breaks provision – poor operational deliver and limited options;
- Frequently cited lack of funding available – this means decisions are resource led rather than person centered;
- Difficult EHCP process;
- Positive experiences up to 18, but “dropping off a cliff edge” when children leave school;
- More information on employment support and transitions to adulthood needed.

## Question 19: Is there anything else you want to tell us?

We received 23 comments in response to this question.

Comments included:

- Positivity about the new Local Offer website design. Although improvements were still needed, it is better than it used to be;
- Mental health support and early intervention is needed;
- It will be useful to have access criteria available for services on the Local Offer;
- Barnet's plans for more provision is good, but should be specific and targeted to needs, rather than a "one size fits all" approach, with investment in facilities and qualified staff;
- There should be a focus on preparing young people for employment, including for young people with moderate to severe learning disabilities;
- Positive feedback about Short breaks offering a personal budget;
- A lack of services and information for young people after the age of 18 years;
- Need for more options for overnight respite;
- Need for improved secondary school culture for inclusion;
- Difficulties accessing staff by telephone;
- Greater consideration needed for children with disabilities but who have no EHCP;
- Ring fence SEN budgets in schools.

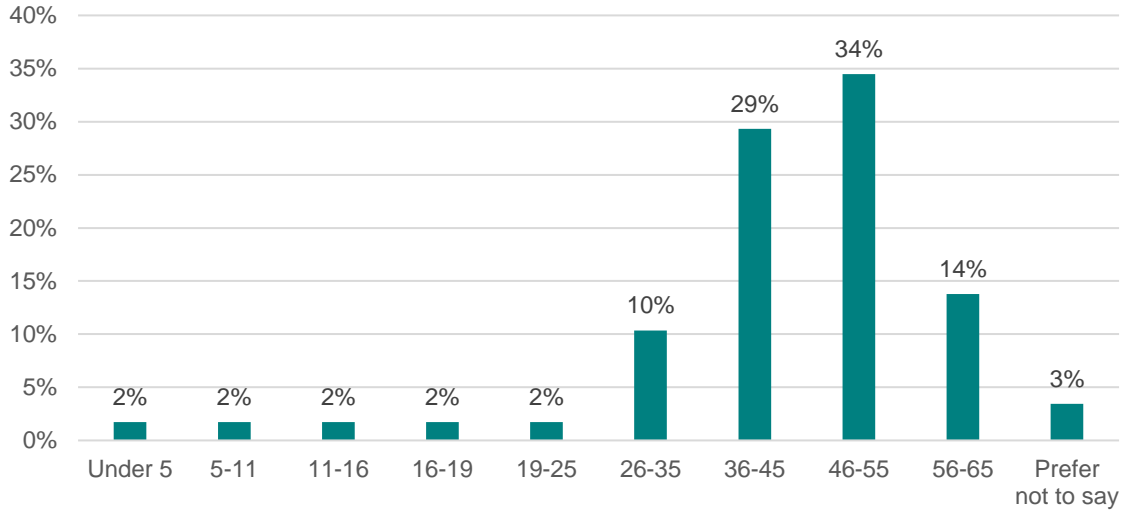
## Equalities questions

Collecting information on the protected characteristic under the equalities Act 2010 allows us to look at the survey results by these characteristics to understand more about how we are meeting all people's needs. It also ensures that we are gaining feedback from a representative sample from our local population and help us to understand shifts in responses over time.

The rating scale questions from the main survey have been analysed by responses to some of the equality questions. In some cases, groups of respondents have been aggregated to reduce variability in the interpretation of the results (due to small numbers of responses). However, many of the groups remain small and it is difficult to draw any conclusions from this information.

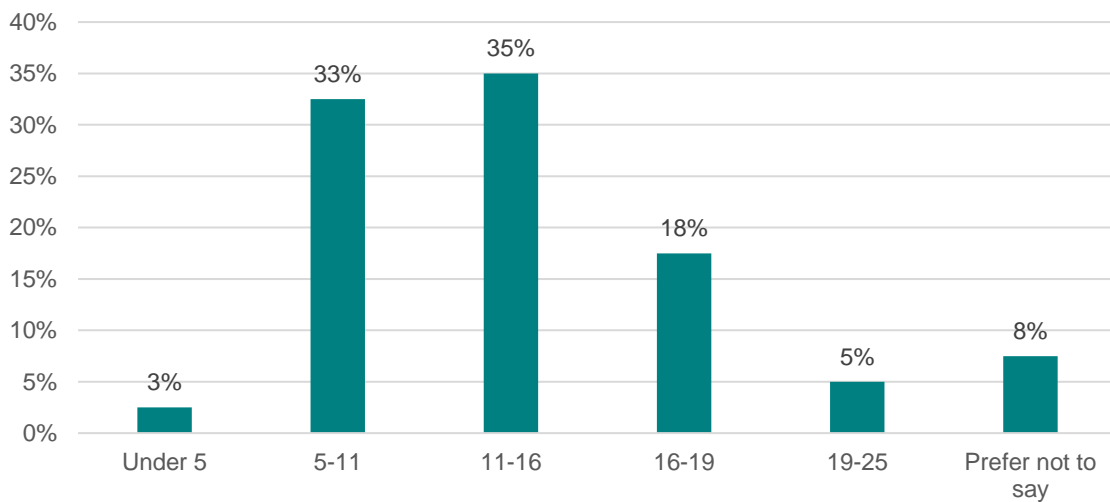
## Question 24: What is your age band?

Most respondents were aged 36+.



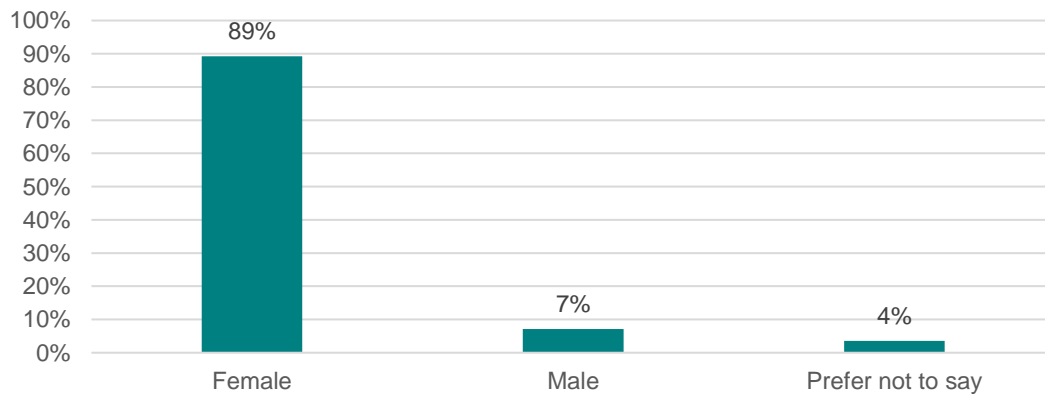
**Question 25: If you are the parent/carer of a child/young person, what age is your child/young person?**

Parents and carers most often represented the views of CYP age 5-11 and 11-16.



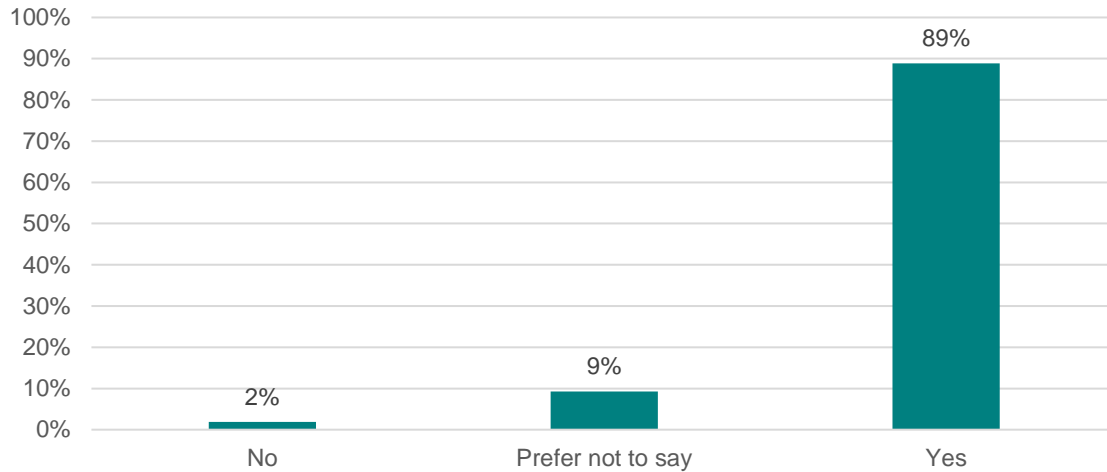
**Question 26: What is your gender?**

The majority of respondents were female (89%).



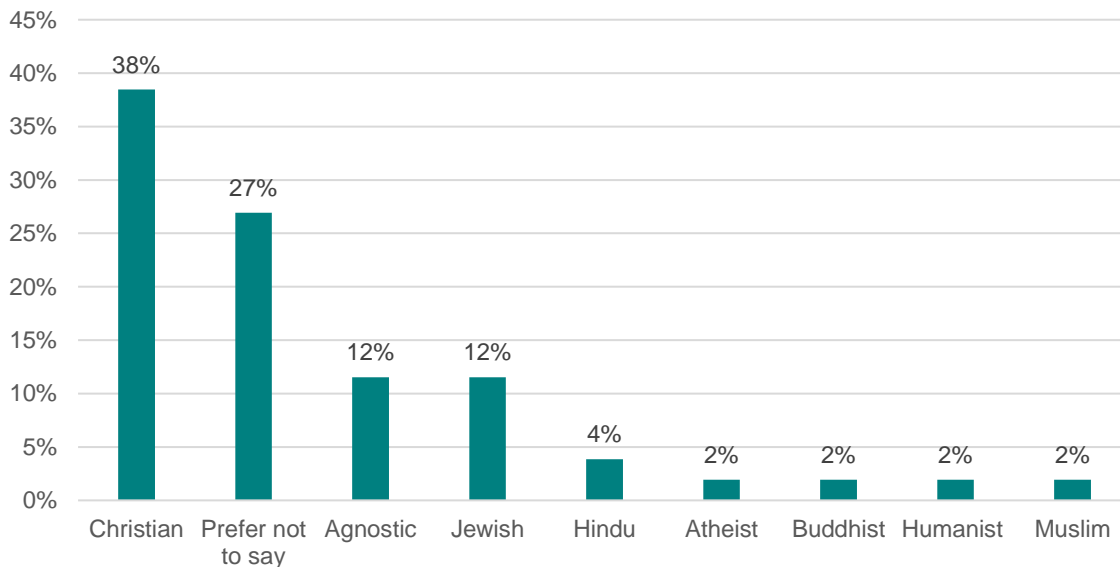
**Question 27: Is your gender the same as that assigned to you at birth?**

The majority of respondents reported the same gender at that assigned to them at birth (89%).



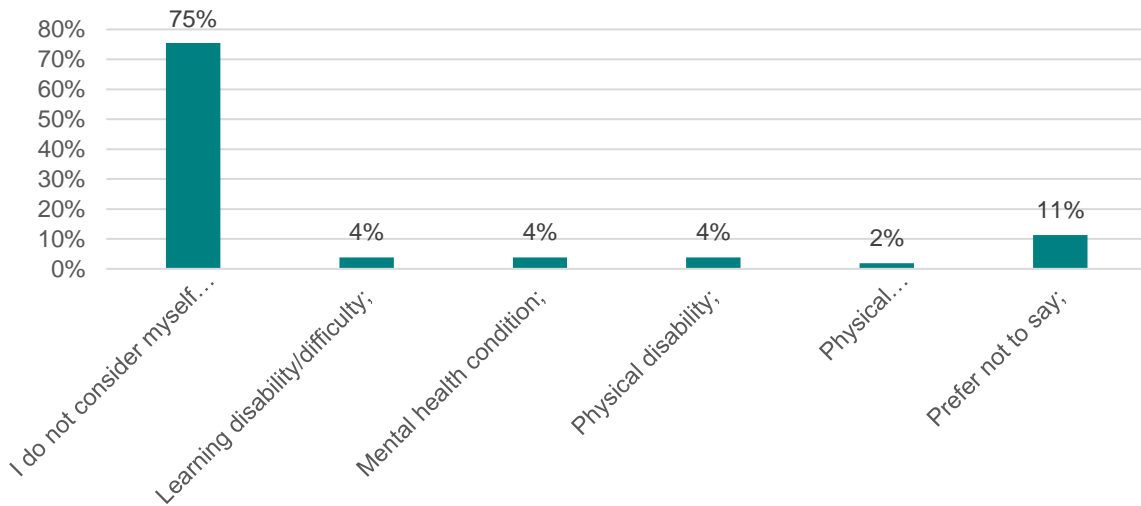
**Question 28: What is your religion?**

38% of respondents were Christian while a further 27% preferred not to state their religion.



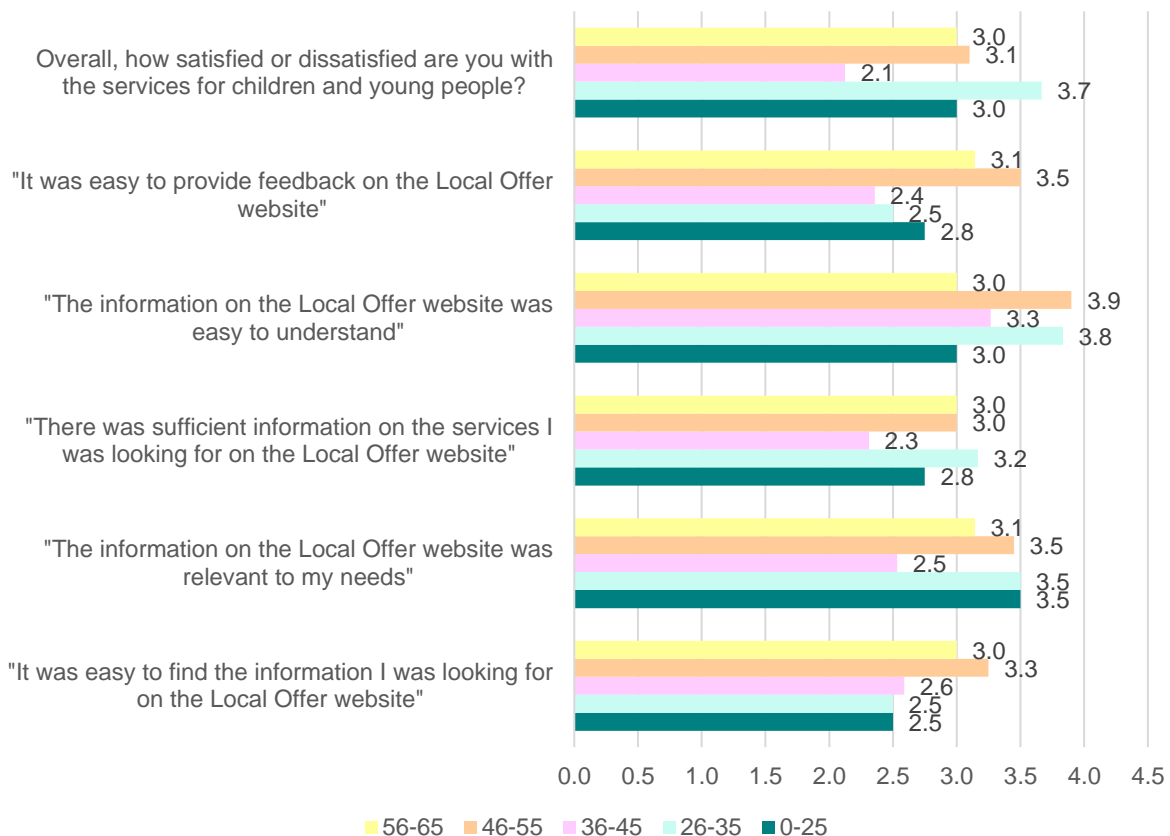
**Question 29: Do you consider yourself to have a disability?**

Most respondents did not consider themselves to have a disability, however, 14% did consider themselves to have a disability.



### Feedback by equalities category: Age band

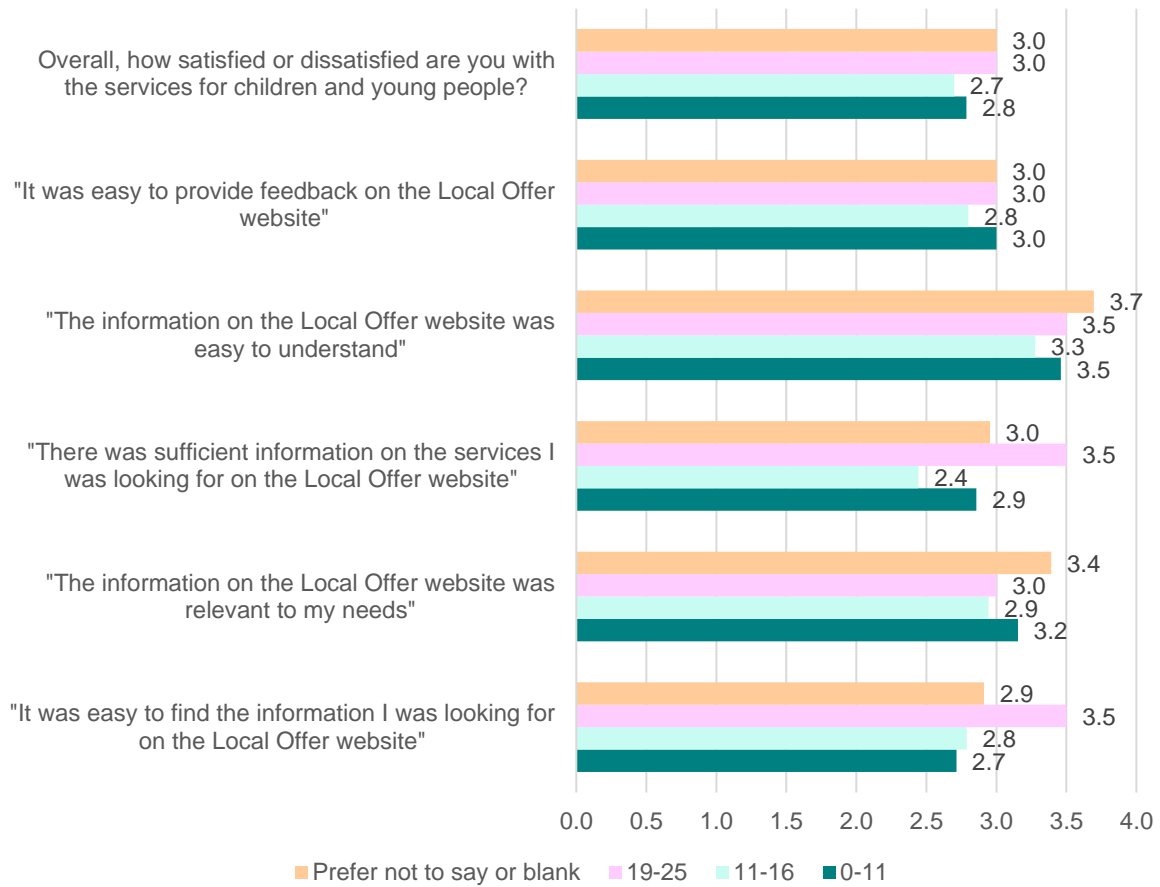
The younger age groups have been aggregated to reduce variability in interpretation in the results. The data suggests that overall, respondents aged 36-45 are least likely to be satisfied with SEND services for CYP in Barnet, whereas those age 26-35 are most likely to be satisfied.



### Feedback by equalities category: Child's age band

Age groups have been aggregated to reduce variability in interpretation in the results, but it should be noted that there were only 2 responses from the 19-25 age

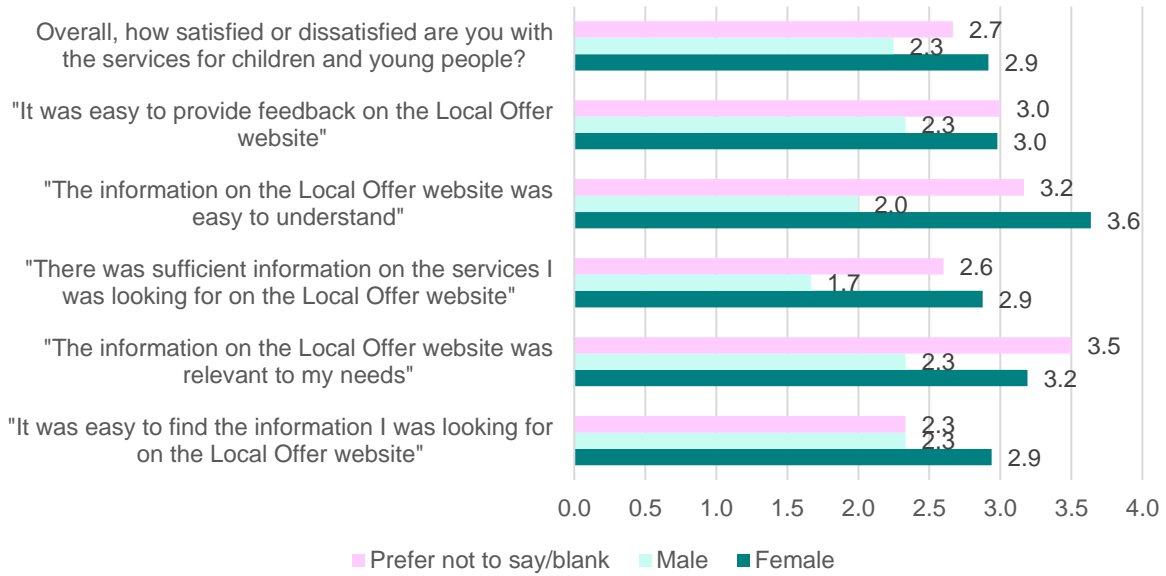
group. The data suggests that overall, respondents aged 36-45 are least likely to be satisfied with SEND services for CYP in Barnet, whereas those age 26-35 are most likely to be satisfied.



### Feedback by equalities category: Gender

Male respondents provide lower scores in all areas of feedback compared to females. In particular, for males there is a very low rating for sufficient information available on the Local offer website.

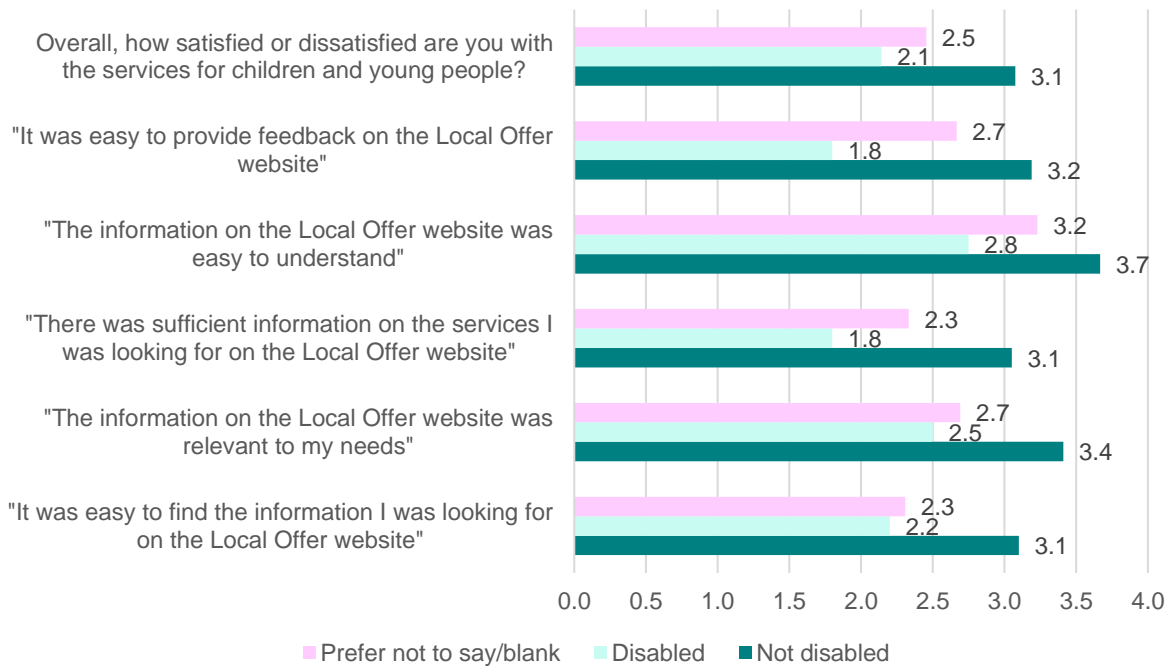




### Feedback by equalities category: Disability

Respondents who consider themselves to have a disability are less satisfied than those who do not have a disability with the services for children and young people with SEND in Barnet.

Respondents who consider themselves to have a disability report it is not easy to provide feedback on the Local Offer website and that there is not sufficient information.



### Additional information



During the survey (questions 20 – 24), we also sought feedback which we could use to produce communication materials to help raise awareness of the Local Offer website (e.g. leaflets).

We are very grateful to everyone who provided feedback for this purpose, and hope to use this during the next year.