

# Local Offer of Services Feedback Report August 2018

Children's and Joint Commissioning Services



**Hartlepool Local Offer**

Support for children, young people & families

The Council is required to produce and publish a 'Local Offer' as part of the **SEND 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 continued to work actively with families, voluntary and Community Sector, public sector departments and health
- We provide a feedback service on the local offer to obtain views and comments
- We have a local offer Survey Monkey questionnaire that can be completed and submitted to obtain view and comments
- We continue to work closely with the Parent Carer Forum to review the local offer
- We have worked with schools to at look how their 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
- We have promoted the local offer at information days and through the local media
- We have taken on board the recommendations in the SEND Reforms Ofsted Report and incorporated these into the SEND Improvement Action Plan going forward
- 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

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

<b>This is what you said</b>	<b>This is what we did</b>
It would be useful to have a direct link from schools to the local offer website	We have carried out an audit of school SEND Local offer web pages and all of our schools now have a direct link to the local offer site We will continue to work with schools to review their sites on a regular basis.
The Introduction pages and links need to be reviewed	This is ongoing and a number of introduction pages have been updated and links to other sites have been made more prominent
Parents said it would be useful to have a booklet of useful numbers to access for children with SEND	The SEND Improvement Group worked on this and produced a useful number list for parents to access via the local offer
People said It might be nice to see some testimonials or a chat section, if people had queries	This is something we are still working on with the Parent Carer Forum

outside of the core hours of work	
Following a series of workshops, parents have told us they would like to find all information relating to SEND in one area on the local offer	Officers are working with other agencies and the parent forum to explore various options to review and revamp the layout and access to the local offer
To include more factsheets on the local offer, such as Health Watch and information details of the Clinical Commissioning Group	We will continue to develop and source Factsheets from across relevant areas in Education, Health and Social Care
Parents said they struggled finding information on Health Services	Health colleagues have produced a guide, including links to Health Care services. This document is now available on the local offer website

### Feedback from Parent, Young People and Providers

We carried out a parent/carer on line survey in July 2018 to ascertain the views of parents/carers in relation to the local offer. This is what they told us:

- 100% stated they had heard of the local offer website
- 75% stated that they had visited the local offer website
- 100% stated they found the local offer website easy to find
- 75% said it was easy to understand the information and 25% said some of the information was easy to understand, but some of it more difficult
- All of the respondents to the survey said they found the information they were looking for when they went onto the site
- 75% said that there was a good range of information on the website, and the other 25% said that the range of information was okay
- Survey users were split equally on the rating of information from useful to adequate

- 75% said that the information was accurate and up to date and 25% were not sure
- We asked how people accessed the local offer. 50% stated via information/link sent directly to them, 25% through a search on the internet, 25% via the parent led forum face book page and 50% by word of mouth

### 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:  
<http://www.hartlepool.fsd.org.uk/send>

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](mailto:tracy.liveras@hartlepool.gov.uk)

