

# Local Offer Annual Report 2019/20

## Introduction

The Children and Families Act 2014 requires that the Local Authority must publish an Annual report on Special Educational Needs and Disability (SEND).

This Annual report details feedback about:

- What progress we have made with further developing the Local Offer;
- What we have learnt from this and other feedback about how accessible and helpful the information on the Local Offer is;
- Our next steps in further developing the Local Offer.

The report also provides data on how frequently the Local Offer has been viewed to date.

Local authorities must publish a Local Offer, setting out in one place information about provision they expect to be available across education, health and social care for children and young people in their area who have SEN or are disabled, including those who have their needs met at SEN Support and do not have an Education, Health and Care (EHC) plan.

The Local Offer has two key purposes:

1. To provide clear, comprehensive, accessible and up-to-date information about the available provision and how to access it, and
2. To make provision more responsive to local needs and aspirations by directly involving disabled children and those with SEN and their parents, and disabled young people and those with SEN, and service providers in its development and review

Barnet publishes feedback received on an ongoing basis from Children and Young People (CYP) and parent carers and other professionals on the [You Said, We Did page](#) of Barnet's Local offer website.

## Key developments this year

There have been a number of developments over the past year, which include the following areas:

### Home Learning Zone

Our Home Learning Zone has been established to provide effective support for parents and carers home schooling during Covid-19. This area of the Local Offer includes resources for learning, wellbeing, fun family activities, and information about local and national organisations offering support to parents and carers. Our data analytics show that, during April 2020, this was one of the most visited areas of the Local Offer.

## Parent and Carer Zone

Our Parent and Carer Zone was launched earlier this year and has been designed to support with signposting our parents and carers to useful information such as helpful organisations, courses & support groups as well as the latest news and events.

Initial findings from our data analytics suggest that the Parent and Carer Zone is currently the second most visited area of the Local Offer website.

There are plans to gather feedback from our parent and carer community through focus groups of parents from Barnet MENCAP and/or Barnet Parent Carer Forum.

## SENCO Zone

We have continued to develop the content of the SENCO Zone and there have been opportunities to co-produce content and resources with our SENCO community through our local SENCO forums, and in response to the pandemic (Covid-19), on the following areas:

- Covid-19: Latest SEND News and Updates
- Supporting Transition and Reintegration
- Home Learning – Useful information for Parents and Carers
- Resources from our Specialist Settings
- Resources to Support Schools

There has also been the opportunity to share good practice and resources from our school settings on our SENCO Zone.

Our data analytics show that this continues to be the most visited area of the Local Offer website and is a valued resource by our school and professional community.

## Young People's Zone

We have begun work on increasing our engagement with children and young people through our **Young People's Voice Coordinator**, who leads our SEND youth voice Barnet Inclusive Next Generation (BING). BING is an important forum for children and young people with SEND aged between 11 to 25 years, where their voices can be heard, listened to and represented in the running of Barnet services for children and young people with SEND.

BING have begun to work on developing the voice of young people in the community and have spent some time reflecting and reviewing the newly launched Young People's Zone. During a focus group session, positive qualitative feedback has provided helpful suggestions in how we can continue to develop the content:

What I like about the Young People's Zone:

- Housing and money
- Help and advice
- Staying safe
- Things to do
- Transport

What could be better about the Young People's Zone:

- It looks quite educational
- Not bright enough
- Presentation and images could be improved
- Not interactive
- Not updated

Overwhelmingly, our young people would like more information on subjects such as 'Housing and Money' as well as 'Preparing for Adulthood' to support them when considering their future plans. They would also like there to be other view choices available on the website.

There are plans to refresh and relaunch the Young People's Zone to include further information on money, housing and employment. This work will be undertaken from January 2021 with the support of the Young People's Voice Coordinator and BING.

### **Mental Health Zone**

Work has begun on reviewing and developing the information on the mental health zone. This work is being led by one of our Senior Practitioner Educational Psychologists and will be coproduced with our community. The content will include information about positive mental health as well as aim to provide high quality mental health information based on the 'Thrive model' as well as information and advice from local services such as Barnet Integrated Clinical Services (BICS) and Child and Adolescent Mental Health Service (CAMHS). This will make the content more comprehensive, interactive and accessible for our community.

### **SEND Workstreams**

There are more opportunities for parent carers to contribute to our SEND development work in Barnet. We have worked with the Barnet Parent Carer Forum (BPCF) to expand the parent/carer membership at our nine SEND Workstreams. We will be undertaking a review of the SEND Workstreams as part of our SEND Review.

### **What we learned and how we responded**

Over the past year, through feedback from parent carers and the community, we learned that:

- *During the pandemic, it has not always been easy for parents carers and professionals to know how to find the information they need on the Local Offer.*

**Our response:** We have created a 'Covid-19: Information and Resources for SEND' page which provides a helpful summary of all the key information such as service updates, valuable links and useful resources related to SEND during the pandemic. This is visible on our home page carousel.

- **Communities and professionals are not always aware of using, or signposting to the Local Offer.**

**Our response:** We held 'A Guided Tour of the Local Offer Workshops' at our SEND Conference in November 2020 and will be launching our mini-series of virtual workshops in the new year which will give guided tours of the Local Offer and support with using resources. We will continue exploring ways in which we can promote our Local Offer within the community.

- **Feedback from our young people suggested that the Young People's Zone could be populated with more content about 'Preparing for Adulthood'.**

**Our response:** The new Person-Centred Planning Tools, which are part of the Preparing for Adulthood NDTi Programme, have been shared and signposted on the Young People's Zone. There are plans to coproduce and develop content for the Young People's Zone over the next year involving the Young People's Voice Coordinator and BING.

- **It is not always straightforward for parents and carers to find the information they need on the Local Offer website.**

**Our response:** We designed and launched a new Parent and Carer Zone. The initial response has been positive, and this is currently one of the most visited areas of the Local Offer website.

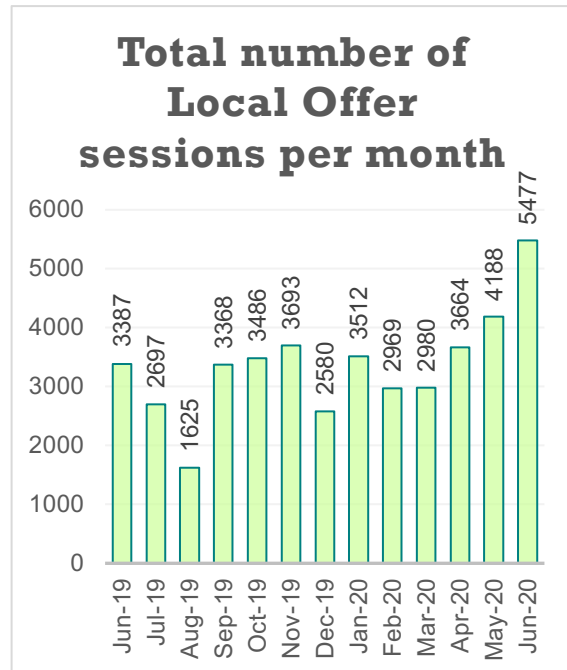
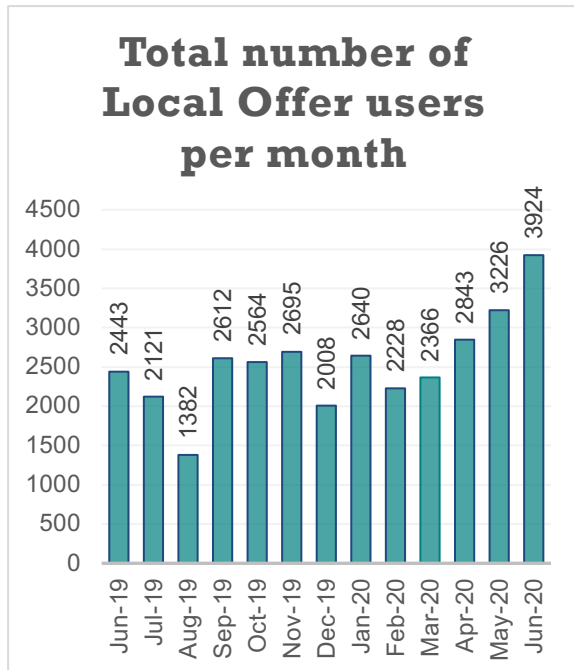
We are continuing to explore ways we can increase engagement and coproduction with our community and are looking at the option of the Local Offer website being available as a dedicated app so that it can be accessed from a mobile device. This would also promote interaction, and allow key resources, article and events to be shared directly as well as enable digital surveys and consultations to be carried out.

## **How many people use the Local offer website?**

The new Local Offer website went live on 6 June 2018, at which time 1166 individuals had accessed the Local Offer website on a total of 1754 different occasions.

The number of users has increased steadily over the last two years and more noticeably from March 2020 onwards with the launch of our Home Learning Zone and our Parent and Carer Zone.

*Although there is always more to be done to raise awareness and usage of the Local offer, we are pleased that in June 2020, we had our greatest number of Local offer users (3924) accessing the Local offer the greatest number of times (5477).*



## Our Spring 2021 consultation

In addition to responding to feedback throughout the year, we are running a survey for parent carers, professionals and children and young people to share thoughts about how the Local Offer could be improved. This will enable us to understand how relevant and useful it is, identifying what we are doing well, and what we could improve to meet the needs of our children, young people and their families.

The response and feedback from the survey will be added to this report and published on the Local Offer website by April 2021.

## Our Annual SEND Conference

Our annual SEND Conference was held virtually over three days in November 2020. This included a series of presentations and workshops from a range of different services and organisations, with sessions touching on the challenges of the pandemic and the theme of recovery and beyond.

Awareness of this event was raised through our Autumn term SEND Newsletter, the Local Offer website, the BPCF and SENDIASS mailing lists, the school circular, the Local Offer Steering Group, the LNI email update, the SENCO conference, and an email to the SENCO distribution list.

The conference provided an opportunity to gather feedback from our parents and carers, and professionals about the progress we have made in providing the Local Offer, what we are doing well, what we could improve as well as some feedback on whether the services we offer meet children and young people's needs; furthermore, our workshops offered a forum for discussion and co-production covering a range of areas such as: *Barnet Children's Integrated Therapies*, *Learning from Lockdown: young people's experiences during the pandemic*, *Barnet Inclusive Next Generation (BING – our SEND youth voice)* and *Anxiety and the Return to School*.

Our workshop on ‘A Guided Tour of the Local Offer’ provided the opportunity to share the website, key resources and information. It also enabled important discussion about how our users engage with this platform, what the potential barriers may be, and to explore what would be helpful in terms of next steps.

## Feedback from our Virtual Annual SEND Conference

Although we will consider the full range of feedback provided, a number of consistent themes arose from the evaluations.

Theme	Next steps
Respondents would like to see more promotion of the Local offer to parents/carers and professionals.	The Local Offer steering group will continue to build on the current communication channels and develop a social media strategy to ensure that the Local offer is promoted across a range of platforms and with more immediacy.
Respondents can find it difficult to find the information they are looking for. The search function can be difficult to use and does not always help to direct users to the information they are looking for.	The Local Offer steering group will look at developing a short visual ‘how to’ guide/tutorial and site map to help users as well as explore the option of a whiteboard video to support with navigating the website. A mini-series of Local Offer virtual workshops will be introduced in the new year to give parents and carers the opportunity to have a guided virtual tour of the website and learn how to find key information. A review of the search function will take place to ensure this is working effectively.
Respondents say information is not always clear and up to date, and it is not clear when any information was last updated. Parents and Carers are not always clear about the different services and pathways, and who or how to contact them.	The Local Offer steering group will develop a more robust process to regularly review and quality assure the information provided on the Local Offer with a view to ensuring there is more visible signposting and clarity of pathways. Information about when the content was last updated will be clearly visible on different pages of the Local Offer, so this is clear.
Respondents would like further information, support and guidance on the transition to adulthood for post 16 and post 19, particularly in understanding the different pathways for training, employment, leisure and supported living.	The SEND Development Board is overseeing a Post-16/Preparing for Adulthood 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 CYP’s needs are met at all stages to adulthood and the routes available to CYP with SEND.

## Conclusion

The evaluations and feedback from the Virtual Annual SEND Conference have confirmed many of the next steps that should be taken to improve the awareness of, and impact of, Barnet's Local Offer website. In particular, we remain committed to working with parents/carers, CYP 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 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.