

**Local Offer of Services
Feedback Report August
2020/21**

**Children's and Joint Commissioning
Services**

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?

- Over the past 18 months we have totally revamped the local offer and incorporated it under the umbrella of “Hartlepool Now”
- 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 newly designed local offer
- 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 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
- The local offer is incorporated 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
- 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
to find all information relating to SEND in one area on the local offer	We combined both the SEND homepage and local offer pages under one area
There was too much narrative and attachments	Each area has been broken down into themes and age ranges, so that each area has the same layout and reduced the amount of narrative and attachments
To create a clear home page to showcase up & coming events and headline news	The homepage is much clearer to navigate relevant areas to access. The homepage also includes links to other popular sites such as the SENDIAS Service
Parents said they would like to be able to access the Children's Disability Register form on line	A new online form has now been produced and this is being used and the service receives forms direct from the site

Parents asked how they could inform and make comments on the local offer	We have developed a 'You Said, We did' feedback section on the local offer
Parents said they struggled finding information on Health Services	A whole new section has been developed purely for health services and updated on a regular basis by health colleagues

Local Offer - Statistics April - July 2021

Since the launch of the new Local Offer website we have been able to capture statistical data from April to the end of July 2021.

During this time the local offer page views has totalled 1856, which equates to 4.75% of total site pages viewed.

The top most local offer pages viewed:

- 817 local offer pages viewed, equating to 44.02%
- 145 views of the Early Year 0-5 section, equating to 7.81%
- 101 views of the Primary 6-11 section, equating to 5.44%
- 79 views of the Secondary 12 – 16 section, equating to 4.26%
- 73 views of Additional Useful Information section, equating to 3.93%

The most popular days to access the site were Tuesdays at 17.8%, closely followed by a Monday at 17.3%.

During the week between April and July the site was most active between the hours of 9-11am and 1-4pm.

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

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

