

SEND Local Offer Annual Report 2020

The SEND Local Offer annual report 2020 provides an update of key developments on the Local Offer website since the previous annual report, including feedback from service users and how this has impacted on the information provided.

What is the purpose of the Local Offer?

The Local Offer has two key purposes:

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

The Local Offer should not simply be a directory of existing services. Its success depends as much upon full engagement with the users as it does on the information it contains. It aims to meet the information needs of all families living in Lincolnshire, as well as supporting professionals who may be directly working with families across the county.

The process of developing the Local Offer will help local authorities and their health partners to improve provision.

Key features of the SEND Local Offer

The SEND Local Offer sits within, and is incorporated in the Family Services Directory at lincolnshire.fsd.org.uk and has a wide range of information for families, including childcare, local and national support groups and charities, education provision, Children's Centre activities and other leisure opportunities, health, money and social care services.

The Family Services Directory and SEND Local Offer is maintained and developed by Lincolnshire County Council.

Co-production

Lincolnshire County Council Children's Services have carried out large number of co-production events, with service users and young people, to understand their information needs.

Some of the recent feedback from the sessions has been addressed –

"We like the site, but would like more videos"

We have filmed some videos, mainly for the preparing for adulthood pages, and these are now on the site

"It is a bit hard to understand and navigate"

We are in the process of moving the site to a new platform, and will make it easier to navigate. We will also look at rewriting all the pages, to be easier to read

Due to the pandemic, there have not been many events for feedback in 2020.

Other specific developments

An introduction to the Local offer hard copy booklet has been created. There are copies of this stored in the Liaise office at Myle Cross in Lincoln. They were delivered a few days before lockdown in March 2020, so not able to use them at events as planned.

Leaving care area - a hard copy of the core offer was also produced, and the feedback from young people was very good.

Next year, the leaving care section will be moved to the main LCC platform, and no longer be incorporated in the Local Offer.

It has been decided that the Local Offer will be moved from Open Objects to the main LCC site, to make it easier to navigate. The pages will be re-written, in conjunction with the working group, as the pages move across.

SEND Local Offer working group - these meetings were incorporated with some Impower work. This is a consultancy group who specialise in making the Local offer more people orientated. The work from this group will be fed back to the main working group to be incorporated.

These meetings finished online, due to lockdown, and the ideas are now being incorporated into the rewriting of the Local offer.

Working with other Local Authorities in the region - There are currently 2 meetings a year where the Local Offer lead from East Midlands authorities get together to discuss regulations, and other areas of interest. We also meet with Leicestershire, Leicester and Rut land on a quarterly basis to discuss preparing for adult hood and the Local offer.

Record data- It has become clear that keywords on the records are not as good as they should be, and because of this, the searches people are doing are not giving the correct information. There are more than 5000 records, but these are still being worked through and updated.

Comments from the Lincoln Parent Carer Forum:

Due to the fact that the website was being totally rewritten, no feedback was requested at this time, but LPCF will be involved in the new site early in 2021.

Who has been looking at the Local Offer?

There were 75% more users in 2020 than 2019, up from 87000 to 153000. 85% of users are new visitors, with 15% being returning visitors.