

SEND Local Offer Annual Report 2019

The SEND Local Offer annual report 2019 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 Children's Services.

Co-production

Lincolnshire County Council Children's Services have carried out a 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

You Said, We Did!



- I would like to learn to drive
- I would like to learn how to travel on my own
- How do I get a bus pass

- On the website there is information about learning to drive and how to use public transport
- Specialist driving instructors can register so you know who are good ones for you



- I want people to understand me
- I need help to make decisions
- I want some help when I find it difficult to explain what I mean

- There is a section on the website to show you the different types of help you can get with it





- I want to find a job
- Where can I find tips for interview?
- I want to know if there are any employers that will support me with my disabilities
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- There will be a section on the website with information about employers who understand disabilities, and links to places you can find help and support



- I like to go out by myself and with my friends.
- Sometimes we go out and drink alcohol.

- We have made 'Staying Safe' sections for nights out, and for going out alone.
- We have built pages to tell you about drugs and alcohol





- You said that you have friends, boyfriends girlfriends, partners or that you would like to in the future.

- We have built a section about healthy relationships, sex and consent



- You said that you would like to move to your own house, or live with friends
- You may want to move to a different county

- We've written some things to remember about moving house. It also tells you how to pay your bills and manage your money
- We are building information about moving to a new county





- You said that you would like to own a pet when you are living by yourselves

- We have built a section with information about owning and looking after pets



- You wanted to know more about the different things that happen as you get older and at what age these things happen

- We have written a timeline for each year of your growing up.

(They are for Health, Education, Employment, Special Educational Needs and Disabilities, Housing, Finance and Legal Rights)



Other specific developments

Transitions and preparing for adulthood – following feedback, we have made a series of videos that show key things for young people, told by young people with SEND. These have been added to a specific young person's area on the Local Offer.

We are now running focus groups with young people, in both mainstream and special schools, to get their feedback and improvements for the page. These will then be implemented.

Also, we have re-worded all the information pages in the Transitions and preparing for adulthood, so they are more accessible and up to date.

Leaving care area – a hard copy of the core offer is being produced, along with some videos, with the view to create a young person's area too. This is in the early stages currently.

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 being worked through, and being updated.

Peer Group Review – Lincolnshire County Council attended a peer group review, along with the parent carer forum, and feedback was given on how easy the Local Offer was to navigate. Any comments have been acted upon and changed as appropriate. Interestingly, Lincolnshire Local Offer was deemed to be one of the better ones in the room.

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.

SEND Local Offer working group – currently meet bimonthly, attendees vary, but between 7-20 attendees per meeting. These are from different areas of authority, depending on what is on the agenda. Other attendees include SEND team, NHS, Liaise, Lincolnshire Parent Carer Forum and other local groups.

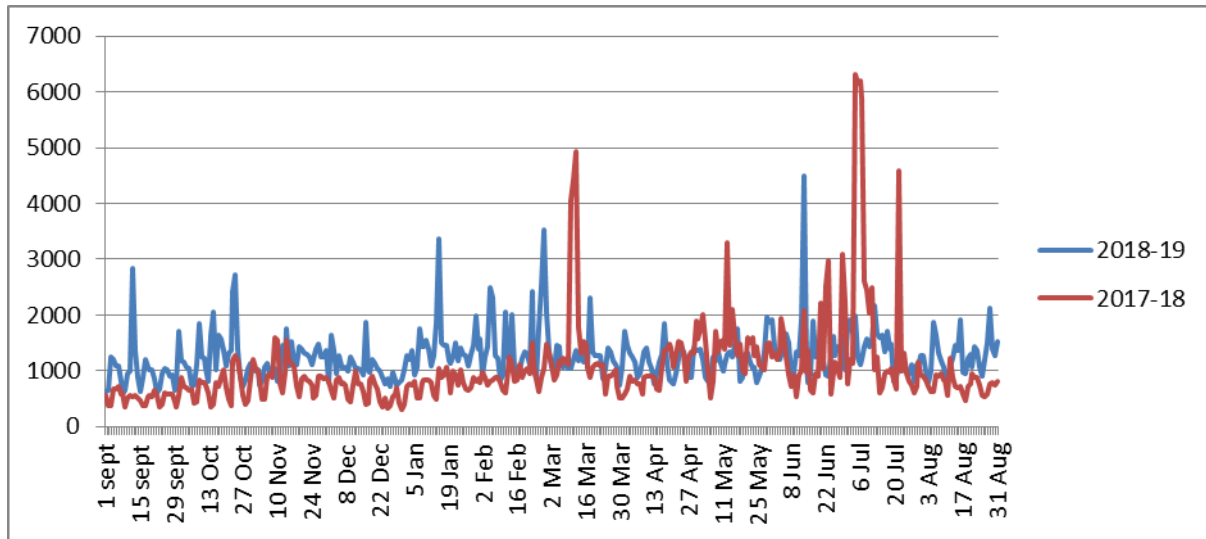
Comments from the Lincoln Parent Carer Forum:

Lincolnshire Parent Carer Forum (LPCF) has:

- Through a Grant Agreement, LPCF work in partnership with Lincolnshire County Council and other stakeholders to ensure that parent carers are kept informed and regularly updated with regard to SEND reforms.
- Given the Local Authority opportunities to showcase the Local Offer at their Signposting & Information events across the county, in regular newsletters and bulletins, web hosting and direct marketing to the organisation's database of parent carers. (Children's Integrated Commissioning Strategy for Education, Health and Care Services in Lincolnshire and Lincolnshire SEND strategy for Special Educational Needs & Disabilities 2017-2020)
- Attended the East Midlands Local Offer Peer review to work alongside the Local Authority in looking at our own and other Authorities Local Offers. By working in Partnership LPCF were able to highlight the ongoing issues and concerns that parents on their membership are experiencing.
- Helped to raise awareness of the Local Offer by adding a static button at the head of their main information page which allows parents direct access to the Local Offer page.
- Publicising it through their parents closed Facebook page.
- Ensured that their Volunteers are all aware of the Local Offer and are trained in signposting parents to the Local Offer for information.
- Been long standing members of the SEND Local Offer Working Group and feed comments into the process around gap analysis, accessibility and information improvements.
- Asked for parent's feedback surrounding the Local Offer through their SEND Surveys to parents and professionals and use the feedback as evidence to Ofsted and CQC.

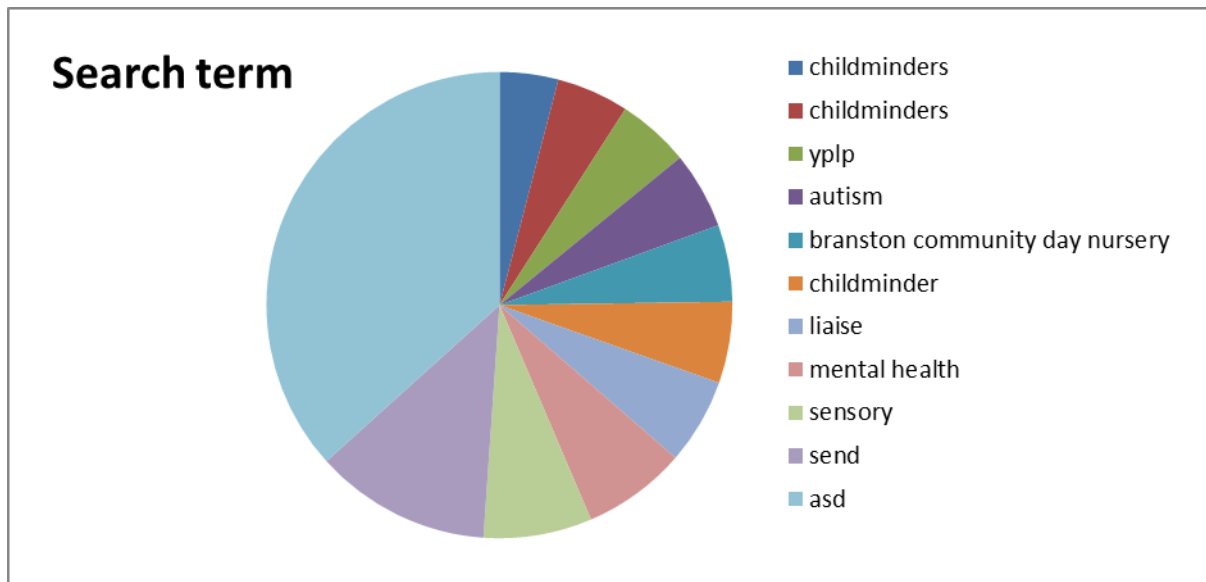
Who has been looking at the Local Offer?

Below you will find data from the past year, with regards to page views, and most popular pages. Data for the previous year is also shown, for comparison.



The blue line is September 2018- August 2019, this shows a general upward trend, mainly higher than the same time last year.

This shows the most searched terms in the past few months



We have now set up Google Analytics, so we can also see what devices are used to access the data, and other more useful information. This will be available over the coming months, and reported in the next report.