

Introduction

The Children and Families Act (2014) placed a new requirement on all local authorities to publish a Local Offer. The Local Offer must provide information on services across Education, Health and Social Care for children and young people who are aged 0 - 25 years and have special educational needs and/or disabilities (SEND). The Local Offer includes local provision and provision outside of the area that is likely to be used including regional and national specialist provision.

The Special Educational Needs and Disability Code of Practice: 0 to 25 years provides statutory guidance for organisations who work with and support children and young people with special educational needs and disabilities.

The purpose of the Local Offer is to provide clear, comprehensive and accessible information about the available services and how families can access it. The aim is to make provision more responsive to local needs and aspirations by directly involving disabled children and young people and those with special educational needs, their parents/carers and service providers in its development and review.

The Local Offer has been co-produced with key stakeholders including young people from the Bradford district with SEND, their families' and with input from key service providers across Education, Health and Social Care. The Local Offer makes it easier for families to find information, provides clarity for families about the services that are available, enables families to identify any gaps in provision and provides an evidence base for improving services in the future.

The Local Authority must seek and publish comments that are received about the Local Offer and publish annually along with their response to those comments. Feedback must be sought on the content, accessibility and the development and review of the Local Offer.

Colour codes for the different feedback providers for 'what you said, what we did'.

Young People  Adults (18-25 years)  Parent/Carers  Service Providers  Website 

Summary of developments achieved following up further actions required from

Annual Report 2014-15 “You said, We did “feedback and next steps.

What “you said”

Alternative formats to the website in order to promote and increase awareness of the Local Offer. For example, leaflets, booklets, advertise on notice boards, schools, community events, use of videos etc.

Include a Young Persons section to make the Local Offer user friendly.

A search option on the homepage of the Local Offer website whereby you can access information by specialist need/ or disability.

What “we did”

We continued to develop awareness, by promoting the Local Offer across local education, health, and social care services including all voluntary and charitable organisations-within the Local Offer website. This included the distribution of “The Guide booklet” and leaflets/posters-[The circulation list is given in Appendix A, and Appendix B](#) outlines the services visited to promote and distribute the booklet and leaflets/posters.

[Sarah Pawson](#)

We continued to work with young people and partnership organisations and have developed a new Children and the Young Peoples page within the Local Offer website. The page structure is now complete and the being developed. This has been reviewed by Children and Young People across the district. See the children and young people’s comments “You said we did 2015-16” within this report.

[Sarah Pawson](#)

We have developed the search option menu on the home page with the use of effective Google tags/keywords. This helps to bring together all relevant information applicable to your search. We have further developed the search tool tab ‘find a service’ postcode search, which now includes all services listed within the Families Information Service. Education establishments can be searched by specific need. We intend to further develop this tool by extending the distance of search and using sub categories for searching activities. [Sarah Pawson](#)

Cont. Summary of developments achieved following up further actions from annual report 2014/15 “You said, we did” feedback and next step.

What “you said”

Lack of information and advice for when young people leave college and transition into adulthood.

What “we did”

As a district we are working hard to improve the support available for young people who are leaving college. In May 2015 The Social Care Transitions Team appointed a member of the team as a college link worker. The link worker’s role is to work alongside colleges and Connexions workers to identify young people with a disability who are leaving college.

Colleges are now routinely arranging ‘Transition out of college’ reviews for all SEN students leaving College at the end of the academic year. The Link worker and a Connexions worker play a key role in these reviews and will work with the young person to identify future options for continued education, employment and agree what support they might need to achieve these.

If it is identified that a social care assessment would support these discussions, the link worker will work with the college to ensure a referral is made to the social care Transitions Team who will complete a social care assessment.

Where it is identified that a young person is eligible for social care support the Transitions Team will work with them to explore a range of different options such as Supported Employment, community inclusion projects, opportunities to work in performing Arts, gardening, catering and music projects, and continued learning opportunities. Individuals are also offered the option of Personal Budgets and are able to explore using direct payments to employ a personal assistant to help them to access the community.

The Transitions Team now offer a duty service 9.30 – 4.30 Monday – Friday where a member of the team is available to talk to individuals, parents or carers who may need advice and information about what options are available to them as they become a young adult. As well as telephone discussions we are able to home visits to provide further information to address any queries or concerns.

You can contact the Transitions Team on: 01274 435750. Gill Impey

Cont. Summary of developments achieved following up further actions from Annual Report 2014/15 "You said, We did" feedback and next step.

What "you said"

Places to meet people aged 18-25.

An option for sign language or voice over for the visually impaired.

Not enough childcare facilities for children age 9+ with Attention Deficit Hyperactive Disorder (ADHD)

What "we did"

The Local Offer website and The Guide booklet provides services and support that is available through adult care and support and preparing for adulthood. We shared your comment with adult services in 2015. Adults services responded: The Youth Service routinely offers provision for young people 13-19 and up to 25 with a disability. Whilst we do not specifically run provision for the age range of 18-25 as a closed group there are many young people within this age range who use some of our inclusion provisions. A full list of days and times of youth service provisions is available from the local area coordinators offices in each constituency area.

Heather Wilson

We have continued to develop accessibility of the website and purchased Browse Aloud software in Feb 2016. This enables voice over, colour overlays, different font sizes and easy read versions. This software has been live on the website since March 2016.

Sarah Pawson

We shared your comments with Early Childhood Services in 2015. Early Childhood Services responded: "The Local Authority has a duty to ensure that childcare provision in the district is accessible, inclusive and of high quality. In particular, there is a commitment to ensuring that all settings have an effective policy for ensuring equality of opportunity and for supporting children with Special Educational Needs and Disability. There are few childcare provisions for children over 9 years. However, Family Information Services can provide support in locating appropriate childcare and can work with key Local Authority officers to support access to this childcare."

Pauline Naylor

Cont. Summary of developments achieved following up further actions from Annual Report 2014/15 “What you said, What we did” feedback and next steps.

What “you said”

Disability football club and base camp run by Bradford Council are unable to accommodate children and young people with SEND due to funding.

What “we did”

We have shared your comments with Disability Sports and Short Breaks in 2015. Disability Sports and Short Breaks response:
The Disability football club and Base Camps do take children with disabilities that fit within a safe group ratio, Base Camps are funded solely by admission charges groups taken into account the needs of all children and young people who attend the scheme. Where a young person has a play partner worker this can be accommodated if the young person is compatible with the group as the service is not set up to take disabled children and young people who need one to one support. The council staff members that run the Base Camps have been working with Bradford Disability Sports advising them on running a summer Base Camp specifically for those disabled young people who need more resources in order to be safe and participate. There are other services through short breaks that will take children and young people who need a higher staff ratio or support with integration, parents and carers should contact Specialist Inclusion Project to discuss appropriate alternative services.
Cath Dew & Bradford Disability Sport and Leisure

Co-production

What you said

We need an alternative format to leave feedback other than the online Local Offer email and feedback page.

What we did

We have produced a paper format feedback survey for children and young people with consultations from Barnardos Young Peoples Service, Adults Services, Special Inclusion Project and Communications Team. We have also produced one for parent/carers and professionals with consultation from Parents Forum Bradford & Airedale, SNOOP and the Communication Team.

The children and young person's feedback sheet is more suitable for the audience, with less text and more symbol pictures, received in response to the feedback.

We have created a Local Offer survey via Snap surveys. It makes it easier for service providers who prefer online surveys to email directly to the families they work with. This will also enable service providers to incorporate the Local Offer survey into any of their own surveys they have carried out.

Website to include a section just for children and young people including information videos, social media and feedback page.

Various planning meetings and research has taken place to create the Children's and young people's page within the Local Offer website. This has been done in consultation with Barnardos Young People Service, Specialist Inclusion Project, Web Development and Communications team.

The Children's and Young Persons Page is now developed and published within the Local Offer website. We carried out a number of workshops with children and young people across the district within schools, community groups and post 16 college provisions to review the developments and gain further feedback.

Co-production

What you said

The Things to do section for children and young people within the Local Offer website needs to be improved showing more things to do and how accessible the venue is”

“The search button on the main page needs to work better”

I would like the new Local Offer “The Guide” booklet

What we did

Planning meetings and research has taken place to create the new Things to do search tool for the websites main page and the new children’s and young people’s page in consultation from Adult’s services, Barnardos Young Peoples Service, Specialist Inclusion Project, schools and colleges, community groups, Web Development and Communications team. [This is covered in more detail in Appendix B](#)

The new Things to do search tool has been developed and is published on the website and we have carried out a number of workshops with parents, carers and young people across the district to review the new search tool and gain further feedback.

We have published and distributed 3000 new Local Offer “The Guide” booklets to all services in health, education and social care across the Bradford district including all Bradford schools, special, independent, alternative provisions, out of local authority schools and all organisations within the website – [A distribution list is included in Appendix A](#). Families Information Service have a total stock of 2000 booklets to distribute to parent, carers young people, and services by individual requests via freepost. With each booklet we sent posters/leaflets with details of how to request further copies.

Co-production

What you said

“Can the leaflets be in different languages?”

What we did

We liaised with the Traveling Communities Services within the council and Families information team and produced leaflets in relevant languages to reflect the diverse needs in our district.

We also liaised with the councils Communications/Design and Visual Impairment team to produce Braille leaflets.

Our current website has the ability to translate to a large number of relevant languages using our Google translator tool and the Browsealoud tool bar on the home page.

“What happens after 25 years?”

To make it clear in the Local Offer website what information and services are still available to adults. We have created a subpage within Preparing for Adulthood called “What happens after 25 yrs.” Adult’s services are developing this content for this service with contributions from young people and adults.

“It would be useful if you could search for a specialism

We have developed a mapping tool for Bradford schools, so you can search for a specialism using the specific need you require.

We have also clearly listed all specialist post 16 colleges and universities provisions, local and out of district.

Co-production

What you said

“More people are aware of the Local Offer than before but we still need to promote to get the word out there”

What we did

A large number of relevant service provider events and meetings held within health, education and social care have been attended by the Local Offer Officer to promote the Local Offer across the Bradford District.

A large amount of parent/carer forums, events, consultations, groups and workshops have been attended by the Local Offer Officer to promote the Local Offer and gain valuable feedback from parents, carers, children, young people and service providers to develop the Local Offer.

The Local Offer video has been promoted on Bradford City Centenary Square-Big City Screen across the summer holidays and at every appropriate event held from Autumn 2015-Summer 2016.

The Local Offer has been displayed on the Bradford Councils main page in a prominent location.

Every service provider within the LO website has been asked to add and publish the LO website link address, video to their websites and display posters.

Local Offer Promotion has taken place at Bradford Community Radio to get the word out and gain valuable feedback for Bradford and Education and Health Care Plan Process.

[Full details are given in Appendix B of the promotion activities.](#)

Feedback from Children and Young People with SEND

In total 42 young people have contributed to informing how the Local Offer should look and work. The aim was to consult with a wide range of young people with additional needs. Schools, Colleges and local organisations were approached to help us facilitate this (see [Appendix B](#)). The majority of young people that participated had a range of needs-(see [Appendix C](#)). The feedback below expresses the views of young people, which are different from other key stakeholder groups and what we did to address these in the development of the Local Offer.

Children and Young People

What you said

“I watch BSL Video’s”
 “Really valued having the BSL signing on the Local Offer videos. Would like to see the type talk service (a service run by the Royal National Institute for Deaf People RNID) telephone number and text number adding to the Local Offer contact details and on each service pages contact details to enable deaf, deaf-blind, deafened, hard of hearing and speech impaired people to communicate with hearing people by telephone.

We would like the option of uploading photos from events we have attended

What we did

We intend to include more videos on the Local Offer by working with local children and young people’s organisations, relevant services and the communications team. Your Feedback has been shared with the relevant services. Videos within the LO website where possible will include British Signing Language (BSL)

We have worked very closely with Barnardos young person’s service and the communications team who have worked with children and young people in Summer 2015 across the district video capturing them review and rating activities/events across the Bradford district. These videos are displayed within the new LO children and young person’s young inspectors section. We also have various social media pages which photos can be uploaded to by user at the Children and Young people website.

<https://localoffer.bradford.gov.uk/Services/YoungPeople/default.aspx>

Children and Young People

What you said

Never heard of the LO webpage before"

What we did

We have widely promoted the Local Offer as shown in Appendix B. It is still evident that further and on-going promotion and awareness of the Local Offer is required. We intend to do this by means of organising advertising, media, promotion/events and the Local Offer Officer continuing to attend relevant events, meetings and workshops 2016-17.

Prefer the webpage to the booklet

We will continue to gain feedback from children and young people across the district to review the new children and young people page to reflect the needs and what information they would like n the website and how it should look. We will continue to involve children and young people about alternative formats to the website and share ideas about possibilities of wallet cards etc.

Would like information on careers, employment pathways and role models within the new young person's page.

We have shared your comments with the appropriate service and organisations and the LO will publish career, employment pathways Inc. role models content/videos with the new children and young person's pages during 2016-17.

Children and young people

What you said

Content was good but not very accessible in terms of English being a second language for them. Ideally, they would like to see a short video clips that has BSL singing to go with each section. Struggling to read and found some written information difficult to understand. Like the look of the webpage.
Website was easy to use and navigate around but it was more of a communication barrier.

Young College students liked the YouTube videos, the navigation tabs and colours used on the new children and young peoples page on the LO website. They would use the Local Offer for useful information, video clips and job opportunities. Student's feedback they would use the following section the most on the LO website:

- 16-19 Bursaries
- Diagnosis
- Direct payments
- Disability Scheme Allowance
- EHC Plans
- Personal Budgets
- Post 16 support services
- Transition

What we did

We have purchased a software tool for the website called Browsealoud which has been since live March 2015. This is visible on the top of the main page of the site, this tool can enable easy read, vary font sizes, speak over, colour overlays translate text to any language and MP3 clip extractions. We would like to enable each section of the children and young pages to have access to YouTube video clips in each section including BSL. This will be developed over time working with appropriate services and reviews gained from children and young people.

Using the valuable feedback gained by all users we will further develop the new children and young people page to including all the following areas suggested. All pages will be reviewed every 6 months by the LO children and young person's review groups in order to co-produce the development of the new pages.

Feedback from Adults with SEND

A group of 5 young adults (21yrs+) with learning difficulties from Keighley Peoples First reviewed the Local Offer website with Barnardos Young Persons worker and the group gave feedback after looking at the Local Offer Website.

The feedback below expresses the views adults, which are different from other key stakeholder groups and what we did to address these in the development of the Local Offer.

Adults

What you said

Overall look of the webpage

Good/Ok

Too much writing/ information on the first page, it should be simplified because currently it felt like the page was too long when scrolling. Services option should be shown on the left hand side as a list. Move the useful videos and useful links from the front page.

Navigating the webpage

– they clicked on the select language option and when the language changes they would prefer to use the same button to have the option of changing it back to English – currently you have to look elsewhere for the ‘option button’

What we did

We have taken your feedback into consideration and will work with the web development team to enable the developments feedback from adults, within 2016-17.

Adults

What you said

Accessibility options

There's no option for text only
No option to change the font size, or colour/ colour contrast
This needs to be on the front page in an obvious place.

Services

They found that when you click on the headings and go to the page – each page has the same list of sub headings: Diagnosis, direct payments, EHCP and they thought in some places this was not required e.g. on the Things to do page, Health, Getting around.

Things to do section:

Some of the young adults were quite disappointed and annoyed that under things to do section there were things like diagnosis/ Direct Payments mentioned because in their view things to do should be about what activities/ volunteering opportunities they could they 'do'. It was suggested having subheadings such as Leisure, sports, shopping, clubs, volunteering – these were the things they would like to know about.

What we did

We have purchased a software tool for the website called Browsealoud and this has been live since March 2015. This is visible on the top of the main page of the site, this tool can enable easy read, varying font sizes, speak over, colour overlays translate text to any language and MP3 clip extractions. We would like to enable each section of the children and young pages to have access to YouTube video clips in each section including BSL. This will be developed over time in 2016-17 working with appropriate services and reviews gained from children and young people.

The reason each page is displayed like this comes from parental/carer feedback from 2014-15 it was requested that each service area page had some relation to each of these subjects and should be found easy within each pages of the website. Personal Budgets and Direct payments can be used to purchase short breaks/services on the Things to do section. We will review your feedback with our Local Offer parent carers focus group in 2016-17.

We are developing a volunteering page with Bradnet and this will be going within the Things to do and short break sections of the Local Offer as requested. We will further develop the sub sections within the Things to do section as requested during 2016-17.

Adults

What you said

Health

The young adults wanted to know about everyday health services, GP, dentists, specialist services for people with additional needs and thought reference to the NHS information was irrelevant to them.

What we did

Within the LO health services page it currently lists all specialist services for people with additional needs within the Bradford and Airedale districts services pages-we will aim to make this clearer and within the each hospital websites all GP's and Dentists are listed, however we aim to develop this further by creating separate GP and Dentist pages linking you directly to those services instead of having to search the hospital websites during 2016-17.

Getting around

Young Adults felt the information on the page wasn't relevant and suggested info on things like Easy read maps, bus passes, help I'm lost cards, Travel training, accessibility, private hire companies that were recommended by disabled people for their access/ training, Wheelchair repair, Cycle paths. They felt that some of this info' was on there but you had to click and find it in one of the subheading whereas these were the things they wanted to know straight away.

Your feedback has been shared with the appropriate services and we will develop the content for Getting Around service pages during 2016-17

Feedback from Parents/or Carers of children and young people with SEND

Consultation events have taken place with parent/carers throughout different stages in the development of Bradford's Local Offer. Firstly, a survey was carried out to find out what type of information with regards to Special Educational Needs, disabilities and provision of services parents/carers found both difficult and easy to find. This data was collated and helped to provide the initial framework around the structure of the content for the Local Offer. Since the initial consultation survey with parent/carers and Young People, follow up meetings have taken place.

The Local Offer Officer facilitates Local Offer focus groups with parent carers of children with SEND, appropriate service provider and with key stakeholders involved in the original co-production of the Local Offer. In the meeting LO developments are shared and feedback is received and actions/suggestions are agreed together to further develop the Local Offer.

In addition, various events and meetings have been attended by the Local Offer Officers to promote the Local Offer and gain further feedback which has proved to be very effective ([This is covered in more detail in Appendix B](#)).

The feedback below expresses the views of parent carers, which are different from other key stakeholder groups and what we did to address these in the development of the Local Offer.

Parents and carers

What you said

The Things to do section for children and young people within the Local Offer website needs to be improved showing more things to do and how accessible the venue is”



What we did

We have recently developed this section of the Local Offer and have made it easier to search for things to do by postcode. Our Leisure Activities page will find an event or service in your area using existing directory data from “What’s on, Visit Bradford and Families information Services website. This is displayed directly on the Local Offer. This enables access to information in one place.

We have recently added DisabledGo to the Leisure activities page including their website venue accessibility searcher. This will enable users to see how accessible a venue is. Currently we can only list venues DisabledGo currently have on their website. We are working closely with services and DisabledGo to produce a set of consistent accessibility symbols for which the Local Offer activities and events will display when searching for individual venues/ activities. We intend to further develop the number of search functions by increasing miles you can search using post code and adding more venues to DisabledGo. Future plans include inviting health, community, voluntary sector, and connect to support for adults and children directories within our one search during 2017-18.

Parents and carers

What you said

It would be useful if you could search for Education Establishment specialism



What we did

We have developed a new search tool for Local Offer Education Establishments within the Education Schools list page and the find a service on the main page. You can now search for a specialist education establishment by post code for example "Autism" and it will list all the Bradford Schools including independent, special and out of district who specialise in that need in your area. Currently you can only search up to 3 miles and we will be extending this to up to 20 miles so users have more choice during 2016-17.

"Local Offer content is good and the new additions look great and I am looking forward to the information in the new what's new Page"



We will continue to develop the Local Offer in co-production with all key stakeholders and we have now published our What's new pages. These display appropriate, useful, and relevant information, new services, current SEND consultations and events. These pages are updated every 2 weeks.

Parent and carers

What you said

“I would like the new Local Offer
The Guide booklet”



What we did

The LO Guide booklet has been distributed throughout the Bradford districts Health, Education and Social Care provisions to promote awareness of the Local Offer. We have produced leaflets and posters which were distributed together with those booklets to let parents, children young people and service providers know how to order individual copies. Electronic copies of the leaflets and the guide booklet is also available for download or to view on the LO website.

“The Local Offer content is good easy to navigate and has helped me a lot and put me in touch with other information I needed too-good needed service”



We value all the feedback from key stakeholders to co-produce and to development of your Local Offer. We will continue to promote and gain feedback from key stakeholders about the Local Offer to ensure it is co-produced.

“More people are aware of the Local Offer than before but we still need to promote to get the word out there”



We have widely promoted the Local Offer. This is given in more detail in [Appendix B](#). It is evident that further and on-going promotion and awareness of the Local Offer is required. We intend to do this by means of organising advertising, media, promotion/events and the Local Offer Officer will continue to attend relevant events, meetings and workshops 2016-17.

Parent and carers

What you said

The website needs a disclaimer to ensure users know the services content provided on the Local Offer is the responsibility of those service and it is not the LA's responsibility to quality assure each services provision/organisation/information. Key stakeholders decide which services are published within the LO in line with the SEND CoP.

The new Things to do search tools are a great improvement on the website. Further developments need to be made by increasing the miles in the post code searcher from up to 3 miles to 20 miles and include sub categories to search for a specific services/events.

Include this information and services on the Local Offer, somewhere prominent or in the appropriate sections:

- Additional referral links on each services page as appropriate
- Horton Park Hub service
- CERBRA-newsletter
- Wills and Trusts
- Local Transformation plans (LTP) for Health
- Autism Partnership
- The "What's new" sections need to include when its updated

What we did

We are developing a new Local Offer disclaimer for Bradford's Local Offer website working with the West Yorkshire Local Offer Peer group. Once developed, the draft will be shared with key stakeholders to give feedback on the final disclaimer to be published in 2016-17.

We are working closely with Web Support and intend to further develop the Things to do search functions by increasing search up to 20 miles radius and therefore enable users to search for specific events/services easier in 2016-17.

We have shared your comments with the appropriate service and intend to include the information and service on the Local Offer during 2016-17. In addition We have been contacted by various organisations and key stakeholders. After discussion with stakeholders we have decided to include those that are not for profit (charity / voluntary organisation groups) and organisations that are relevant and appropriate to our stakeholders (This is covered in more detail in [Appendix D](#)).

Responses from Service Providers

The Local Offer works alongside many key service providers across Education, Health and Social Care. We forwarded your feedback to the appropriate service provider and we have included their response to your comments.

The Local Offer Officer has worked closely and has agreements with all service providers leads in education, health and social care and all services published within the Local Offer to ensure the service content pages of the Local Offer are updated every 6 months, we ask service providers to ensure that changes are reported asap to ensure content is as up to date as possible and all service providers have an agreement with the Local Offer to respond to stakeholders feedback twice a year to enable appropriate responses to be published in the annual report.

The feedback below expresses the views of all key stakeholder groups (see stakeholder colour code box at bottom of each page) and what the services and the Local Offer did to address theses in the development of the Local Offer.

Education

What you said

Parents and carers would like an opportunities to volunteer page through Bradnet Inc application forms.

Very good service and great to see consultations on the Local Offer. The new additions to the website look great.

What we did

We have shared your comments with Bradnet services and during 2016-17 we will develop a volunteering page on the Local Offer website.
Sarah Pawson

We will continue to work closely with our key stakeholder groups to co-produce the Local Offer.
Jenni Leary

Education

What you said

This website has helped me a lot and put me in touch with other information I needed at the same time.
Very good needed service.

Parents cares and service providers feel the Local Offer needs to provide somewhere on the main page where all service providers can submit/update their events and have information about how to add their services to the Local Offer.

Do not stop publishing The Guide LO booklet and will there be more versions

What we did

We will continue to work closely with our key stakeholder groups to co-produce the Local Offer.
Jenni Leary

We have shared your comments with the appropriate services and we are pleased able to develop in 2016-17 a page within the Local Offer where service providers/organisations can submit an event/service on the Local Offer. This will feed into our Things to do leisure page "find an event/service" once the submission has been approved and published. This will encourage more services to display everything that is on offer in the Bradford district all in one place.
Sarah Pawson

The Local Authority is required to review the Local Offer and the formats that this is made available on an annual basis with all key partners. This will be done based on feedback we received.
We will give careful consideration how with our partners the production of a booklet or an alternative can be jointly commissioned.
Jenni Leary

Health

What you said

Parents and carers would like the Health Local Transformation Plans displaying within the Health section on the LO.

What we did

We have shared your comments with the health services and we now have the Health Local Transformation Plans documents. These will be published on the Local Offer website Health pages during 2016.

Sarah Pawson

Social Care

What you said

The specialist respite/short break providers need to show directly on the social care specialist short breaks services and within personal budgets/direct payments including individual services details, not just basic short breaks content with links to council website social care pages. Need to include Time out, Shared Care, Clockhouse, Wedgewood etc.

What we did

We have shared your comments with Social Care services and we have agreed to develop this page together during 2016-17 with all the appropriate specialist short break service providers details directly on the Local Offer website. This will appear on several pages including social care specialist, short breaks and personal budget/direct payment.

Sarah Pawson

Information, Advice and Support

What you said

Sometimes, there's not really enough information, e.g. the Specialist Inclusion Project, took a while to find it then there are hardly any details about what services and activities it offers, and just a phone number to contact. It would make life easier - probably for the service as well as for me - if there was more about the service and who can access it, rather than ringing and possibly after a conversation finding out that you don't even qualify! Also, I often look stuff up out of regular hours, when it's not possible to ring the service anyway. The links on other pages to websites is good. Generally the LO website is good.

I was looking up the Youth service-it would be useful if there was more information about what kind of activities they run-I know you can ring numbers given, but it would be much easier to read then ring up if suitable

What we did

The Local Offer has worked closely with SIP and taken the valuable feedback into consideration. The SIP service page has been updated by the request of the service and now reflects the actions required. All services within the Local Offer website have been invited to update their services content relating to the services they offer.
Sarah Pawson

We shared your comments with youth services and will continue work with them to review the content that is available during 2016/17. The Youth Service is currently revamping its web pages and the new pages will have more detail and search opportunities to identify the range of activities that are taking place in which provisions. Young people themselves help to shape the programmes and activities that take place in youth provisions right across the district and this means the list of available activities is considerable and ever developing. Any of our youth workers would be happy to chat to young people who wish to find out more about provisions in their area, the type and range of activities run from the different provisions or to talk to young people about specific activities they may be interested in. Area based youth workers will also have details of other organisations who provide things for young people to do in the area.
Heather Wilson

Feedback from Information Advice and Support Services

IASS Report for the Local Offer 2016

Parent and carer support:-

Parents and carers continue to be provided with independent Information, Advice and Support according to their individual needs. We monitor what they tell us about the support they have received as in previous years.

The following results are taken from the period of September 2015 – May 2016.

- Parents and carers feel more valued as partners and better able to work in partnership with professionals 95%
- Parents and carers have a better knowledge and understanding of SEN information 91%
- Parents and carers are more confident in their child's educational provision 100%

Support for children and young people:-

Last year we highlighted the developing role of the service to provide independent Information, Advice and Support to children and young people and I am pleased to say that we have made some good progress in relation to this.

We have worked with colleagues in our Independent Support Service, schools and colleges to provide direct help around transitions and the EHCP process and have delivered this on both a 1-1 and group basis according to the needs of the students.

Going forward we are looking to extend this support to children and young people across the range of schools and settings.

We are keen to use the experience of these young people to further develop our service and have recently met with them to see what they thought about our help. We will be using the results to plan for the future.

This year we have also started to use the Department of Education service evaluation forms with the following results (shown on page 40):- Responses are based on **24 parents/carers giving feedback.**

Children's Service Manager Parent Partnership Independent Information, Advice and Support Services (IASS) Barnardos
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