**Local Offer review framework**

**INSERT Local Authority Name: BRADFORD**

**INSERT Local Offer link:** [**https://localoffer.bradford.gov.uk/**](https://localoffer.bradford.gov.uk/)

**GUIDANCE**

* Complete a review against all the categories providing a Yes (Y), Limited (L) or No (N) for each based on the requirements given. (Column 4 below)
* Provide comments against each category where relevant e.g. to provide an explanation of why a classification has been chosen, to highlight good examples and where information is missing and ideas for improvements. (Column 5 below)
* The categories are based on the ‘Musts’ in the Code of Practice but a few key ‘Shoulds’ have been included at the end of the table.
* A supplementary document is available which includes the extracts from the Code of Practice that are referenced in this document (Ref. YHLO2).
* Please note that this framework is designed to help review elements of your Local Offer but by doing so it does not guarantee that your Local Offer is fully compliant.

**REVIEWED BY EAST RIDING & ACTIONED/COMMENTED BY BRADFORD LOCAL OFFER OFFICER**

| Ref | Category | Classification  Y, L, N (please delete as appropriate) | Y / N / L | Comments | Key elements to consider | CoP Ref |
| --- | --- | --- | --- | --- | --- | --- |
| A | Local Offer available for those without internet access and for those with specific access requirements. | Y = Includes contact details and more than 3 options for those that have specific access requirements e.g. options to change language, easy print, increase font size, use sound etc.  L = Does not have contact details and/or less than 3 options for those that have specific access requirements.  N = None of the above found. | *L* | Limited – telephone number and select language on the homepage. No reference to easy print, font size etc.    **Bradford’s response and action:**  Browse Aloud web screen reader software has been purchased by Local Offer funds. It will give all website visitors a better experience – and reduce barriers between your content and all your audiences.  The innovative support software adds speech, reading, and translation to websites facilitating access and participation for people with Dyslexia, Low Literacy, English as a Second Language, and those with visual impairments.  Online content can be read aloud in multiple languages using the most natural and engaging voice to transform the user’s reading experience, ensuring the Local Offer website is fully accessible. Browse Aloud will be live on the website March 2016 | Arrangements in place for enabling those without access to the internet to access the Local Offer information. Also includes how access for different groups is enabled e.g. those with EAL. | 4.62 |
| B | Comments, the local authority response and the actions they intend to take published on the Local Offer. | Y = Clear mechanism available for providing comments and feeding back. Information provided on when and where these comments will be published.  L= Option to comment is via a general email only which is not clearly signposted on the site.  N = None of the above found. | *Y/L* | Yes/Limited – Feedback page with faces. There is a comprehensive annual report; however this doesn’t give answers to parent carer questions in a ‘you said, we did’ format. LO annual report is on the home page but not feedback page.  **Bradford’s response and action:**  The “you said we did” answers from Bradford’s LO, to parent, carer, children and young people’s comments are within the LO main page tab- annual report from page number 6 and within the feedback page providing a letter to key stakeholders letting them know the answers to questions are presented within the annual report.  To make this clearer, developments are in place to make only the “you said we did” pages available within the main page feedback link instead of a letter and within the feedback page. The next 2015-16 annual report will be presented in this way. In addition the full annual report will still be presented on the main page and within the feedback pages.  We have consulted with key stakeholders and parent, carers and young people and we have updated and developed the feedback questions for key stakeholders in varying formats-survey’s, website feedback page and paper format-Available end Feb 2016. | A summary of comments and the response must be published annually.  *(Ability to provide feedback and comments required)* | 4.21/  4.24 |
| C | In area education provision | Y = There is a list of education providers across the age range and a direct link from the Local Offer to the providers SEN information e.g. SEN information for providers is on the Local Offer site or a direct link to the information is provided **(a link to the standard providers homepage is not enough).** 4 providers across the age range to be checked for this, all of which have their SEN information on the site or a direct link to the information is given.  L = List of providers available but less than 3 of the providers on the Local Offer site have the information or a direct link to the information.  N = None of the above found. | Y/L | Yes – for age range up to year 6; however, post 16 is much more difficult to find. Does provide a direct link to the schools SEN information. This is really impressive, how do you plan to keep this up to date?  **Bradford’s response and action:**  <https://localoffer.bradford.gov.uk/Services/Education/Schools.aspx?mid=3>  We have a full age range list of all education providers within education-**schools list** from Children Centres to secondary including 6th forms. TRACKS School, home tutoring, and hospital education are found within education-Other educational provision. The post 16 list is within education- post 16. All education providers link direct to the providers SEN Information-This has been developed by having agreed mechanisms in place with all providers to regularly update the LO Officer with this information.  Developments have been made with IT within the schools list page to enable people to search specific needs within the specialist schools. This will be available in March 2016.  Developments will be implemented to include the post 16 provisions within the schools lists as well as the post 16 page so it is clearer to find these provisions. | To include education settings (early years, schools and Post 16 – including apprenticeships, traineeships and supported internships), where to find providers SEN Information reports and SEN services including early years. | 4.4/  4.30/  4.36/4.38/  4.46 |
| D | Out of area educational provision | Y = A link to Section 41.  L = Some but not all of (Section 41) list included.  N = None of the above found. | Y | Yes | The link to Section 41 and provision outside of the local area that the LA expects is likely to be used. | 4.30/  4.39/4.4 |
| E | Out of area education provision included on the Local Offer in the same way as the in area education provision. | Y = One or more of the out of area providers included on the Local Offer in the same way as the in area education provision.  L= Not an option for this category.  N = Not found. | N | Not found – when using the search box it brings up 2 autism schools which is not in the same format as the in area provision information.  **Bradford’s response and action:**  <https://localoffer.bradford.gov.uk/Services/Education/Schools.aspx?mid=3>  The out of area school and independent schools provision are within the schools list and all link direct to the schools SEN Information page.  The list of schools tab within education will be renamed to “list of schools including-Out of area and Independent schools.  The search box at the top of the page only searches Google tag words so this will be removed and replaced with the new Things to do search tool which is currently being developed by IT/Capita and will be available April 2016. |  | 4.4 |
| F | In area health provision | Y = Information about health and links to health provision.  L = Some information but very limited e.g. Only a link given to the main LA website.  N = None of the above found. | Y | Yes – not easy to see service information as under districts (Airedale and Bradford)  **Bradford’s response and action:**  This section is currently being developed to ensure people know the services are within area’s and NHS health heads are ensuring all services within the Airedale and Bradford areas are available within these pages. | To include information about support to settings on medical needs, therapy, mental health, wheelchairs and equipment, palliative care, continuing care and support for moving to adult care. | 4.40/4.30 |
| G | In area social care provision | Y = Information about social care and links to provision.  L = Some information but very limited e.g. Only a link given to the main LA website.  N = None of the above found. | Y | Yes – found that it took us round in circles.  **Bradford’s response and action:**  <https://localoffer.bradford.gov.uk/Services/Social%20Care/?mid=4>  More information will be sought from East Riding LO. | To include how to access social care services, childcare, leisure activities, support for moving to adult social care, support for living independently and the short breaks statement plus where the information on adult care can be found (under the Care Act 2014). | 4.4/  4.30/  4.38/  4.42/4.44 |
| H | Requesting an EHC needs assessment | Y = Clear information about how to request an EHC needs assessment, this must be accessible to parents and young people.  L = Information available but complex and not accessible.  N = None of the above found. | N | No – we couldn’t find information about how to  request an assessment. This information will be on this website I am sure, we however couldn’t find it.  **Bradford’s response and action:**  Bradford have a requesting an EHC needs assessment within the education page <https://localoffer.bradford.gov.uk/Content.aspx?mid=28>  However to request a EHC form it takes you to Bradford Schools Online (BSO), and there you will find the form at the top of the page. To enable users to access the form directly from the EHC Plan page on the LO website, we will attach the file directly to the page. Bradford intends to extract all SEND information currently on BSO and transfer into the Local Offer website to ensure users can navigate this information more clearly asap. | Information on how parents and young people can request an EHC needs assessment. | 4.30/4.57-  4.58 |
| I | Identifying and assessing SEN | Y = Clear information about how SEN are identified and assessed, this must be accessible to parents and young people.  L = Information available but complex and not accessible.  N = None of the above found. | N | No – we couldn’t find information about this, even when using the search box ‘identifying and assessing’.    **Bradford’s response and action:**  We have this information within SEN Guidance  <https://localoffer.bradford.gov.uk/Content.aspx?mid=26>  and within Diagnoses in all sections of the LO pages including early years <https://localoffer.bradford.gov.uk/Services/Education/?mid=1>  Feedback will be sought from Parent, carers and young people to re-name or put this in another place depending on workshop feedback in May 2016. | To include arrangements for EHC needs assessments. | 4.30 |
| J | EHCPs | Y = Clear information about the EHCP ( including timescales and process), this must be accessible to parents and young people.  L = Information available but complex and not accessible.  N = None of the above found. | L | Limited - there is a statement, local transition plan, some links to documents are broken or documents are not there. There is a link to a DfE document.  **Bradford’s response and action:**  The broken link to BSO URL link is now working and developments are underway pending authorisation to extract all BSO SEND Information and transfer into the Local Offer website. Coming soon we will have EHCP, Direct payment and personal budgets Videos as per feedback gained from parent, carers, children and young people. | The timescales and process for an EHCP. | 4.58 |
| K | Personal Budgets | Y = A Personal Budgets local policy published on the Local Offer including who is eligible. Covering education, health and social care Personal Budgets.  L = Some information but fairly high level and not covering all elements.  N = None of the above found. | L | Limited – couldn’t find a personal budgets policy, link to pathfinder takes you to the bling website, leaflet is an adult social care one and don’t know what to do to request a personal budget.  **Bradford’s response and action:**  Discussions has taken place with Social Care Jan 2016 and developments are in place to make this information available including a policy and Personal Budgets video as requested by parent, carers and young people. | Information available about the option of having a Personal Budget including a local policy for Personal Budgets. | 4.58 |
| L | Travel | Y = A link to a policy which includes information on travel to and from educational settings pre and post 16 (can be in one document but must set out policy for pre and post 16).  L = Some information but fairly high level and not covering all elements e.g. only pre-16.  N = None of the above found | Y | Yes – very clear information all on one page. | Arrangements for travel to and from education settings plus post 16 transport policy statement for 16+. | 4.30/  4.48 |
| M | Phase transfer/higher education | Y = Information on support available to transfer between phases of education and support for HE including DSA.  L = Some information but fairly high level and not covering all elements.  N = None of the above found. | L | Limited – good transition from children’s to adults (lots of links to documents and websites). Couldn’t find information about other transition stages.  **Bradford’s response and action:**  This page is underway with development by the Adults and Community Services/Transition Team and will be made available asap. <https://localoffer.bradford.gov.uk/Content.aspx?mid=47>  <https://localoffer.bradford.gov.uk/Content.aspx?mid=137>  <https://localoffer.bradford.gov.uk/Content.aspx?mid=211> | Support to transfer between phases of education and support for higher education including DSA. | 4.30 |
| N | IAS | Y = Clear information on IAS and how to access (phone number, website link etc).  L =No information or just a link to the IASS website.  N = None of the above found. | N | No – couldn’t find information about IAS under education, contacts or sources of information.  **Bradford’s response and action:**  The website has IAS information within our Information, Advice and Services page found here  <https://localoffer.bradford.gov.uk/Content.aspx?mid=126>  Feedback will be sought from Parents, carers and young people where this information should be within this page. | How to access IAS, parent forums and support groups. | 4.30/4.45/  4.59 |
| O | Disagreement resolution, mediation, tribunal/appeals and complaints | Y = How to access these and rights.  L = High level information only e.g. how to access not included.  N = None of the above found. | Y | Yes – easy to find. | How to access these and rights. | 4.30 |
| P | Accessibility | Y = LAs accessibility strategy published on the Local Offer.  L = Not an option for this category.  N = Not found. | N | No – message to say this is been updated in 2014/2015.  **Bradford’s response and action:**  The Accessibility strategy is being developed and will be available asap within SEN Head of services. | The LA’s accessibility strategy published on the Local Offer. | 4.30 |
| Q | What the LA expects education settings to offer | Y = Clear statement of what the LA expects settings to provide.  L = High level information across age range only or some information not available.  N = None of the above found. | N | No – funding for schools clear, however it doesn’t state what /how schools use this funding for or explain to parents the LA expectation of schools.  **Bradford’s response and action:**  This page within the Local Offer will be developed by the SEN Head of services asap.  <https://localoffer.bradford.gov.uk/Content.aspx?mid=25> | The area wide offer – what the LA expects its educational settings to provide from within their budgets. | 4.32 |
| R | Preparing for adulthood | Y = Information relating to preparing for adulthood.  L = High level information only.  N = None of the above found. | Y? | Yes – links to apply for housing doesn’t work.  **Bradford’s response and action:**  This link is now working and we will be including some council videos about support housing. | To include preparing for and finding employment, somewhere to live and participating in the community. | 4.52 |
| S | Local Offer in one place | Y = Local offer can be accessed all from one site e.g. any redirection takes you to the specific information/service you are looking for.  L = Majority is in one place but some elements have to be searched for via another site e.g. LA main site.  N = No Local Offer site. | L | Limited – links to LA site and then have to search i.e. children’s centres. Links to the tracker which is presented very differently to the Local offer website.  **Bradford’s response and action:**  Children Centre Plus information is detailed directly within early years on the Local Offer site and all Children Centres are listed within educational provision directly linking to their SEN information pages.  We will develop to have general Children Centre Content information on the Local Offer early years page and within this page-the link to the LA site for the Children Centres websites.  Bradford Schools Online website has a link to the Tracker, and hopefully pending authorisations all SEND Information including the tracker will be transferred directly on to the Local Offer website to ensure information is consistent. | A single route to the information. | 4.1 |
| ‘SHOULDS’ | | | | | | |
| T | Usability and visual appeal | Y = Easy to find site, navigate through and a good search functionality available. Also the site is visually appealing.  L = One of the above is missing  N = None of the above | L | Limited – Lots of information, colourful, photographs although not a good search function. Parent Carer comment – very business-like, social care photo of older people.  **Bradford’s response and action:**  The search function is being developed by IT as mentioned already and will be live April 2016. The feedback page has been developed by key stakeholders and will be available April 2016 and reviewed may 2016. This will include parent carer and a young person’s feedback in paper format, survey and website feedback. | Site is easy to find, use and search. | 4.7 |
| U | Involving parents | Y = Clear way for parent carers to provide feedback. An explanation of how parents have been involved/can be involved.  L = Reference to involvement of parent carers but not explicit about how this has been done.  N = None of the above found | L | Limited – clear way of giving feedback, but no reference to how it will be used and then feedback to parents. How do parents get involved?  (I thought this should be a must)  **Bradford’s comment and response:**  <https://localoffer.bradford.gov.uk/feedback.aspx>  This page is under development with consultation from key stakeholders and will be updated by IT asap. |  | 4.8/4.9/4.10/ 4.11/4.12/4.13 |
| V | Involving children and young people | Y = Clear way for children and young people to provide feedback. An explanation of how children and young people have been involved/can be involved.  L = Reference to involvement of children and young people but not explicit about how this has been done.  N = None of the above found | N | No – this is under construction The Buzz magazine is available although the latest edition, Spring is not on the website. In the feedback section there is no reference to young people.  (I thought this should be a must)  **Bradford’s response and action:**  <https://localoffer.bradford.gov.uk/Services/YoungPeople/default.aspx>  This page has been developed by key organisations, children and young people and will be published in April/May 2016 once completed by web development team. We have organised workshops from May 2016 across the district to review the development of this new page. The Buzz latest editions are now on the page. |  | 4.8/4.9/4.10/ 4.11/4.12/4.13 |
| W | Transfer Plan | Y = Published transfer plan.  L = Not an option for this category.  N = Not found. | Y | Yes – Transition plan page clearly sets out the timescales |  | As per previous guidance from the DfE (NB this is a should not a must) |