



# Halton Local Offer Annual Report 2019 – 2020



HELP, SUPPORT & ADVICE



LEISURE INFORMATION



EDUCATION, HEALTH & CARE PLAN



HEALTH INFORMATION



EDUCATION, EARLY YEARS &  
CHILD CARE



TRANSPORT INFORMATION



CHILDREN SERVICES & SOCIAL CARE



CARE LEAVERS LOCAL OFFER



PREPARING FOR ADULTHOOD



TRAINING & EVENTS



YOU SAID, WE DID



CASE STUDIES

Halton Local Offer



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## 1. Introduction

As of 1 September 2014 local authorities were required to consult with families and providers of services and publish a Local Offer to enable parents, carer's and young people to identify the range of provision available in their area and how to access it. Knowing what is out there gives more choice and therefore more control over what support is right for each child and young person with Special Educational Needs and Disabilities (SEND). The Local Offer was co-produced with a range of parents, carers, children and young people, along with groups who work closely with them.

The Local Offer has two key purposes:

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

The Local Offer is an on-line information hub that provides information and advice on a wide range of SEND services held in one place. It is made up of a wide range of web landing pages as well as searchable directories. It is a 'live' resource which is continually developing. The Halton Local Offer can be found at:

<https://localoffer.haltonchildrenstrust.co.uk/>

This report provides a snapshot of what we have achieved during the period 1<sup>st</sup> April 2019 to 31<sup>st</sup> March 2020. It provides details on the usage/accessibility, the development/review of the Local Offer during this period along with feedback received and our plans for the future.



## 2. Statutory Duty

The Local Offer is published as part of the SEND reforms under the Children and Families Act. The SEND Code of Practice explains the duties of local authorities, health bodies, schools and colleges to provide for those with SEND under part 3, section 30 of the Children and Families Act 2014.

<http://www.legislation.gov.uk/ukpga/2014/6/part/3/enacted>

Section 4 of the SEND Code of Practice explains those statutory duties placed on local authorities, to publish a Local Offer and an annual report. The Local Offer must provide information on services available across Education, Health and Social Care for children and young people aged 0 – 25 years of age who have (SEND) including, those who do not have Education, Health and Care (EHCP) plans. The (SEND) Code of Practice can be found at:

<https://www.gov.uk/government/publications/send-code-of-practice-0-to-25>

Information on the Local Offer must include content on local and national provision and services and opportunities that are likely to be of interest to children and young people with SEND, their parents / carers and the professionals who work with them.

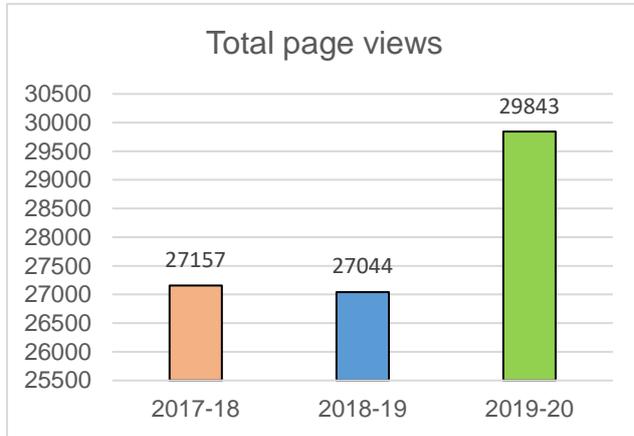
The Local Offer should not simply be a directory of existing services. Its success relies as much upon full engagement with children, young people and their parents as on the information it contains. The process of developing the Local Offer will help local authorities and their health partners to improve provision.

The Local Offer should be;



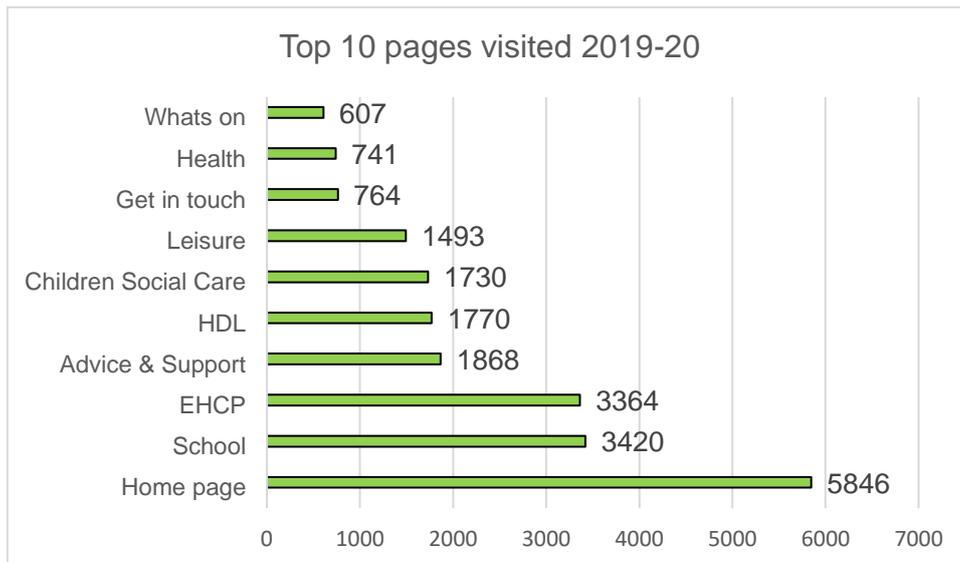
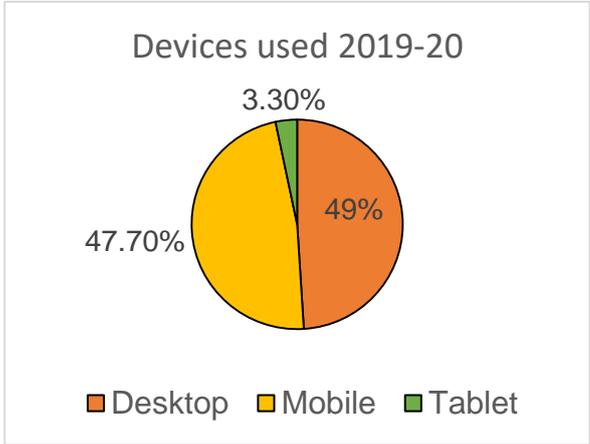
### 3. Home many people are using the Local Offer

Below you will find data from the past year with regards to page views, most popular pages, devices used and how the public accessed the Local Offer. You will also find data from the previous years for comparison.



The Local Offer holds a wide range of information on local and national SEND support, services and opportunities. The top 5 downloads were in relation to EHCP including information on the process, the flowchart, information on how to apply and the form used.

Break down by device used can indicate the usage by professionals who will tend to use desktop computers rather than mobile devices. If this is the case, whilst this indicates a high usage by professionals, the likelihood is that they are searching for information to share with families they are working with.



The information gathered from our analytics report can really help to shape and support our development of the Local Offer and inform commissioned services.

## 4. Promoting the Halton Local Offer

The Halton Local Offer is promoted in a variety of ways. It is promoted to parents and carers, children and young people and professionals.

When the Local Offer was implemented there was a significant amount of awareness raising to staff who work with families who then aided the promotion of the Local Offer by promoting it through the following;

- Day to day work with children, young people and families
- Organisations Newsletters
- Web links to the Local Offer website from their own website
- Web links to the Local Offer Twitter and Facebook accounts from their own media accounts

These organisations include;

<p>Halton Borough Council workforce</p>  <p><a href="https://localoffer.haltonchildrenstrust.co.uk/">https://localoffer.haltonchildrenstrust.co.uk/</a></p>	<p>Halton Send Carers Forum</p>  <p>A voice for parents and carers</p> <p><a href="https://haltonsendcarersforum.org.uk/">https://haltonsendcarersforum.org.uk/</a></p>
<p>Bright Sparks - Halton Speak Out</p>  <p>Supporting young people's involvement in decision making</p> <p><a href="http://www.haltonSpeakout.co.uk/about-us/">http://www.haltonSpeakout.co.uk/about-us/</a></p>	<p>NHS Clinical Commissioning Group</p>  <p><a href="http://www.haltonccg.nhs.uk/your-health/Pages/Halton-SEND.aspx">http://www.haltonccg.nhs.uk/your-health/Pages/Halton-SEND.aspx</a></p>
<p>The SENCO network encourage practitioners in school to visit and use the website. All schools and colleges are expected to have a link to the Local Offer as part of their SEND Information Report.</p>	 <p>Halton SEND Partnership Information, Advice and Support Service</p> <p><a href="https://sendiasshalton.co.uk/">https://sendiasshalton.co.uk/</a></p>

We will continue to promote the website as the main place for information about SEND in Halton. In addition leaflets promoting the Local Offer are handed out at public events.

We have attended Coffee mornings at the Children with Disabilities Service and the Halton SEND Carers Forum where parents pop in for a chat. Halton SEND Carers Forum have recently appointed a new Parent Participation Co-Ordinator who we regularly meet with. Parents and Children and Young people attend strategic groups and help drive improvements in Halton services. New Social Work staff have, as part of their induction, been briefed on the Local Offer as well as some existing staff also being briefed as part of Customer Care training delivered.

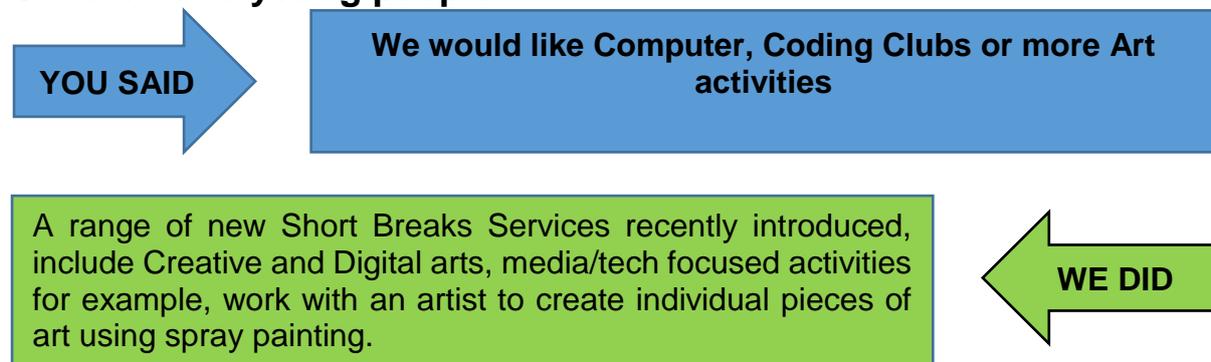


## 5. Feedback

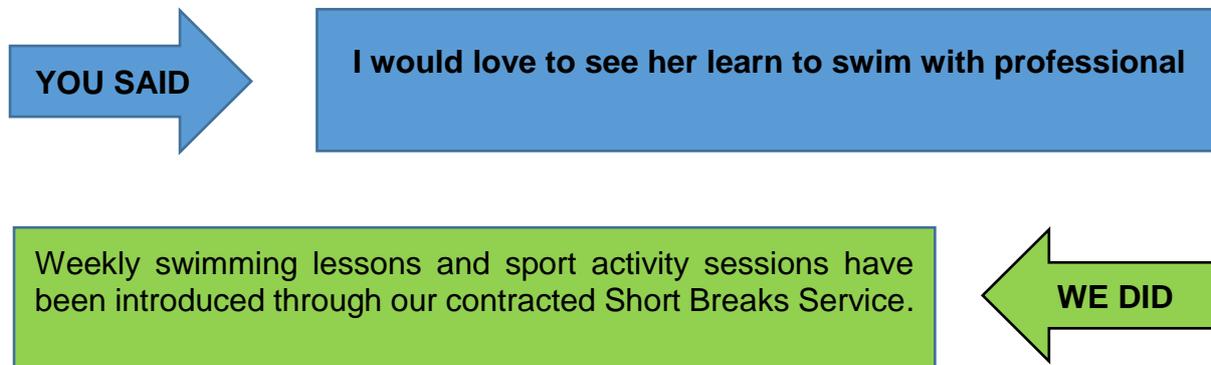
The Local Offer invites visitors to feedback on their experience of using the site. Every page on the Local Offer has a link for users to leave feedback which when received is then passed on to the relevant service managers to respond to. Feedback is important as it allows service providers to gather first-hand experience from families accessing their services on how they are (or are not) meeting individual needs. This feedback helps us continue to improve the Halton's Local Offer.

Individual comments when viewed collectively from a wide group of family's highlight where gaps in provision are and what could be commissioned going forward to fill these gaps. What follows are some examples of how we have responded to feedback.

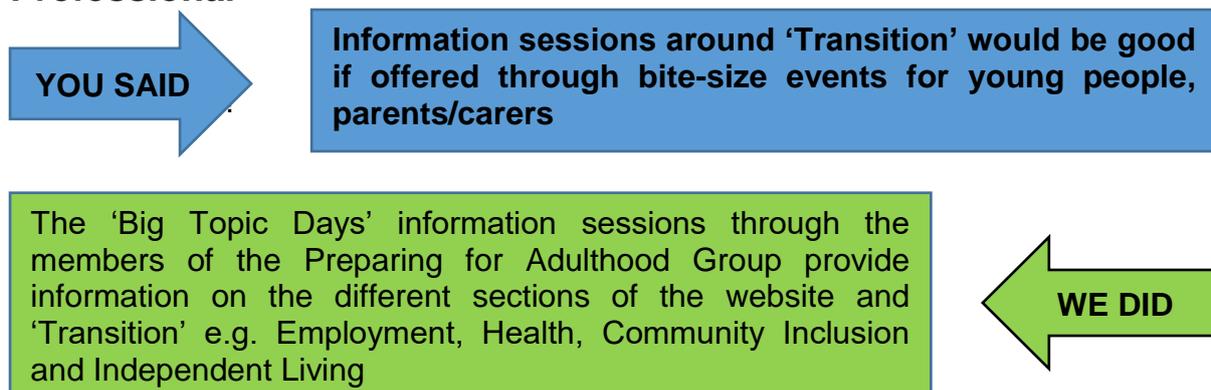
### Children and young people



### Parent / carer



### Professional



## 6. Maintaining the Local Offer

The Local Offer Lead Officer was appointed in September 2014, the role ended in March 2019. The Local Offer is now being maintained by the Children and Young People Policy Team.

The Policy Team have maintained the website by developing and updating the content and in parts the layout of the Local Offer website. The Policy Team continue to support parents and professionals to find the information that they need, this can involve guiding them through the website via telephone so that they can self-service their information needs or where necessary signpost to other services and possible sources of advice and support.

Information, links to other websites have been checked to ensure they are working and the following are examples of updates/changes that have been made;

<p><b>Help, Support &amp; Advice,</b> </p> <p>Halton SEND Carers Forum leaflet/information</p>	<p><b>Leisure</b> </p> <p>Revised Short Breaks Statement and Policies Regular updates of current leisure activities</p>	<p><b>Education, Health &amp; Care Plan</b> </p> <p>EHC Plan good practice national guidance IPSEA and CDC Extension to First-Tier SEND Tribunal HBC SEND Privacy Notice</p>
<p><b>Health</b> </p> <p>Orth-optic Visual Processing Difficulties Clinic New Sexual Health Service Revised Woodview Children's Specialist Service information, Groups &amp; Newsletters THRIVE Children and Young People's Mental Health Support Adult Learning Disability Nursing Team Cancer Red Flags in Learning Disabilities Anxiety and Depression Booklets</p>	<p><b>Education, Early Years &amp; Childcare</b> </p> <p>Revised Family Information Service Updated Annual School SEND Information Reports Revised Halton Behaviour Support Service guides New Halton Inclusion Charter New Halton Inclusion Conference Delegate Packs Revised Positive Behaviour Support Service Revised Woodview Children's Specialist Service information, Groups &amp; Newsletters Revised EAL Translation Service for schools Revised Special Provision Capital Fund Update - SEMH Free School Revised Education Welfare Service policies</p>	<p><b>Transport</b> </p> <p>Revised Home to School and College Transport Policies</p>



<p><b>Children Services &amp; Social Care</b> </p> <p>Revised iCART information Revised Short Breaks Statement and Policies</p>	<p><b>Care Leavers Local Offer</b> </p> <p>Revised Care Leavers Local Offer Booklet Revised Children in Care Council (CICC) information CICC Coffee Drop sessions All content refreshed</p>	<p><b>Preparing for Adulthood</b> </p> <p>New Halton Supported Internships</p> <p>New Halton Apprenticeship Hub, Career Booklet and individual Career Leaflets</p> <p>New Skills Up Service</p> <p>National PfA project support via National Development Team for Inclusion</p> <p>Good Quality Conversions Workshops and PfA Tools</p> <p>New PfA Action Plan and Updates</p>
<p><b>Training/ Events</b> </p> <p>Halton Behavioural Support Service Mental Health First Aider course</p> <p>Health Improvement Team training</p> <p>Children in Care Council Coffee Drop sessions</p>	<p><b>You Said, We Did</b> </p> <p>All of the changes included in this update were made as a result of feedback from professionals, parents/carers, children and young people</p> <p>This information was received by emails, face to face in meetings and day to day contact with professionals, parents/carers and children/young people</p>	<p><b>Case Studies</b> </p> <p>Disabled Children Service family event case studies</p>



## 7. Taking stock

Since the initial development of the Local Offer website there has been changes in how it is maintained coupled with the advancements in technology and people involved moving on. This provides an opportunity for us to monitor its usage and any issues arising and revisit the findings from the Joint Local Area SEND Inspection that took place in Halton between 27 March and 31 March 2017. The inspection commented that;

Ofsted said	What we did
<i>'The Local Offer is extensive and up to date. Nonetheless, it is used by too few parents and some told inspectors they had never heard of it'.</i>	The work that followed to further promote the Local Offer was evidenced by the increased number of people accessing the Local Offer.
<i>'A number of schools' websites do not provide a link to the local area's offer'.</i>	A spreadsheet now monitors these links.
<i>'Work and training has been undertaken to establish 'Local Offer Ambassadors' with the aim of offering peer support to access the Local Offer. However, this service is not yet established and parents want to know who to contact if they need support to access information available on the website'.</i>	The Local Offer Ambassadors were for a period in place and appeared to work well within their organisation however, they have since moved on to pastures new.

It has also given us an opportunity to consider the findings of the House of Commons Education Committee Report on SEND (October 2019)

<https://www.parliament.uk/business/committees/committees-a-z/commons-select/education-committee/inquiries/parliament-2017/special-educational-needs-and-disability-inquiry-17-19/>

Whilst the site on appearance seems to work well and there is no doubt that the Local Offer is compliant with the statutory guidelines in terms of what is on the site, we do need to challenge whether it is being used by the families it was aimed at serving and whether it is as useful as we wanted it to be.

When the Local Offer was introduced and in development all the engagement and co-production was led by a steering group which had members of the relevant representative groups. Once the site was up and running it was then monitored by the steering group and whilst feedback is still sought, as staff and young people have moved on, the steering group ceased to exist and the Local Offer has since been monitored by the SEND Strategic Group.

The SEND Strategic Group does have parents and carers and professionals representing young people attending, the Policy Team do engage with some children and young people during the course of their work, however the Local Offer has been lacking that direct involvement, co-production and feedback.



## 8. Future Plans

The Local Offer should not simply be a directory of existing services. Its success depends as much upon full engagement with children, young people and their parents as on the information it contains therefore we will;

- **Create a Steering Group**

Reviewing the Halton Local Offer is a big task, we need to get the membership right and ensure that we involve and support our Parent Carer Forums and children and young people with SEND in reviewing the Local Offer and enable them to make comments about it, they need to drive improvements, participate fully and have a sense of co-ownership.

- **Develop an Action Plan to**

**Assess** – the current position, find out what's working well, and what's not so good and ask ourselves where we want to go, how we might get there, and what might get in our way. We will define people's expectations and try to understand what they would like it to be.

**Plan** – after we have done our assessment we will likely be faced with a long list of potential actions to add to our Action Plan. We will want to prioritize the work to be done, build on our strengths and develop our weaker areas.

**Develop** – carry out the actions identified

**Review** – the Action Plan will be *SMART*, we will set goals so that they are specific, measurable, attainable, realistic and timely. Progress will be monitored by the Local Offer Steering Group who will ensure there is co-production, innovation, interactivity and accessibility as well as systems to ensure recording and monitoring of activity.

By reviewing the Local Offer it will help make it a better one and will give us the opportunity to renew people's interest.

