



Halton Local Offer

Annual Report 2021–2022



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

Contents

1. What is the Purpose of the Local Offer?	3
2. Statutory Duty	3
3. What has happened during the last year?.....	4
4. Local Offer impact log	5
5. Local Offer updates.....	6
6. You Said, We Did - children and young people.....	7
7. You Said, We Did – parents/carers	8
8. You Said, We Did – professionals.....	9
9. Promoting the Halton Local Offer	10
10. Feedback and compliments.....	10
11. Maintaining the Local Offer.....	12
12. Future plans and taking stock.....	12

1. What is the Purpose of the Local Offer?

The Special Educational Needs and/or Disability (SEND) Code of Practice 2014 states that 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 disabled children and those with SEN and their parents, and disabled young people and those with SEN, and service providers in its development and review

In order to for us to meet these requirements we must continue to consult with partners, engage with children, young people and their families to develop and improve the Local Offer, publish comments that we receive about the Local Offer and ensure the Local Offer is accessible.

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.

For more information here's the link to the [Halton Local Offer](#).

This report details our achievements over the last year, feedback we have received and what our priorities are for the coming year.

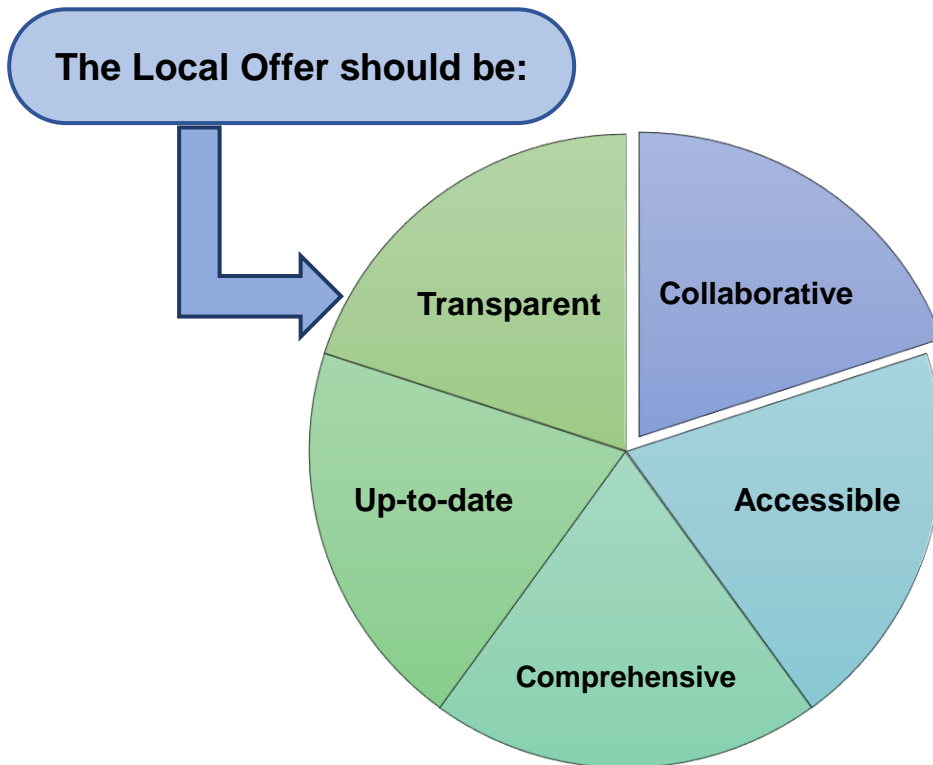
2. Statutory Duty

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](#).

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 with SEND including, those who do not have Education, Health and Care (EHCP) plans.

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.



3. What has happened during the last year?

What can we say about 2021/2022, it continued to be an experience! Due to the additional work requirements brought to the team because of the pandemic we have not been able to spend as much time as we would have liked on developing and promoting Halton's Local Offer website. During the pandemic we added additional pages to the Local Offer website to ensure parents/carers and professionals had access to information to support them and this continued during this reporting period.

We all experienced a major shift in the way we lived and worked, as more services, systems and ways of doing things changed to becoming more virtual or online rather than in person. This meant that the importance of having the information on the Local Offer accurate, up to date and readily available continued in to this year.

Services became better at sending through information for publication. Zoom meetings for training, meetings and events became the norm, with information being published about these activities on a regular basis.

We harnessed the use of online surveys much more throughout the year, to consult children and young people, parents/carers and professionals on different topics. Developed and introduced online forms to not only improve the information available but increase the number of services submitting updated information for the Local Offer.

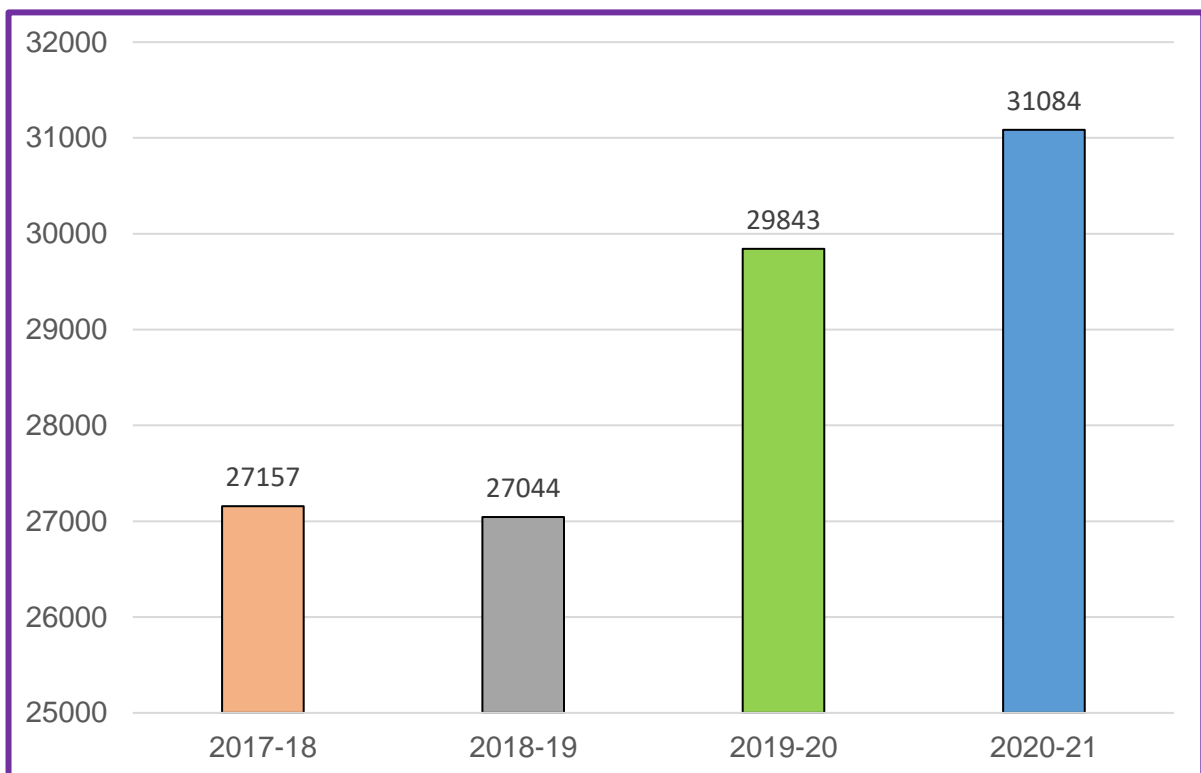
Nationally, the Council for Disabled Children tasked by the Department for Education established the Local Offer Community of Practice. This is an online forum for all local authorities (LAs) to participate in webinars, virtual meetings and an online chat to share best practice/learning and seek advice/support. 122 LAs are members including Halton, we have regularly attended webinars, online meetings and shared advice etc.

4. Local Offer impact log

Below you will find data from the past year with regards to page views, data comparison from previous years' usage and a snapshot of the sections/information that had the most development work done on it.



Previous Usage Comparison



5. Local Offer updates



Over 328 updates and/or design work changes were made to the Local Offer.

Below is a snapshot of the main sections/areas of work this covered:

- Leisure section.
 - Redesign of section layout to introduce the DfE school Holiday Activity Fund posters
 - Short Breaks activities posters
 - HSPCF Zoom login posters for parents/carers on different themed information sessions
 - School holiday activity posters
 - Accessible changing places/toilets consultation
- Education, Childcare & Early Years section e.g.
 - School SEND Information Reports
 - NEW online Early Years Childcare-PVI SEND Information Report launched
 - NEW Graduated Approach for Early Years
 - New Nurture Strategy, Toolkits, Resources for school, and parents/carers
 - New Physical & Medical SEND Area of Need page and contents, resources
 - SEND Strategy 2021-2025 consultation
 - New SEND Strategy 2021-2025 launched
 - New School Behaviour Toolkits and exclusion information
 - Vision impairment information and resources updated
- PfA section - New PfA Employment Pathway/information launched
- Training section – New Getting to Grips with the Local Offer session

6. You Said, We Did - children and young people

We would like widget symbols to help navigate easier and there's not enough images or videos

YOU SAID

WE DID

We have started work on adding more images and video content. As we work our way through updating the website, we will see if we can start using your great idea of widget symbols

Why no school logo's?

YOU SAID

WE DID

We did not realise these would be helpful, we have added this to our 'To-Do List' so that we can add them on for you

Too many click to find Supported Internships information

YOU SAID

WE DID

Yes, you're right. We will be setting up a new page with this information to help you when you leave school – we will make sure there aren't too many clicks when we do this

7. You Said, We Did – parents/carers

Can you provide online demonstrations of the Local Offer?

YOU SAID

WE DID

Yes, we have changed our training and now offer 'Getting to grips with the Local Offer virtual/online sessions, so we can walk you through the website and highlight key pieces of information to you

Can you split up the Holiday Activity Fund flyers in different boxes? For CYP with SEND and those that are accessible to all

YOU SAID

WE DID

Yes, we have worked with our activity providers so they now make it clear who the activity is for e.g. age range and if parents/carers can book places directly with the provider. We now add this information into the different onscreen boxes

Can you provide better information for Post 16 options when leaving school?

YOU SAID

WE DID

Yes, we will be setting up a new page with this information to help you when you leave school – we will make sure there aren't too many clicks when we do this

8. You Said, We Did – professionals

Why are documents and links not opening properly?

YOU SAID

WE DID

During the pandemic, Microsoft ceased using Internet Explorer web browser. So after some investigation on this, we added an ALERT on every page to tell people to use a different web browser e.g. Chrome, Edge, Bing or Safari etc so that documents and links would work properly

Early years and childcare providers asked for a quicker and easier way to update their SEND Information

YOU SAID

WE DID

We developed and introduced an online form, which includes pre-populated answer options to make it easier for providers to complete and submit. This has increased the number of forms returned which helps parents/carers have access to accurate and up to date information about the childcare service they offer

Can a new page be developed for information on Physical and Medical Needs?

YOU SAID

WE DID

Yes, we designed and launched a new Physical and Medical Needs page. This provides information and resources for schools and parents/carers

9. Promoting the Halton Local Offer

At the end of 2021, through the SEND Strategic Partnership we asked all partners and colleagues to add the Local Offer promotional contact details onto their email signatures and for teams/services/organisation websites to signpost parents/carers to the Local Offer - this includes all school websites.

Regular information about the Local Offer is published in the weekly Short Breaks Service Newsletter to help raise awareness with parents/carers. This is sent out to parents/carers via the Disabled Children Service mailing list and all newsletters are published on the Short Breaks page on the Local Offer.

School SENCOs have been kept informed of changes by the team attending the SENCO Network meetings so they can help promote it and to support their parents/carers. This past year the team attended every Early Years SENCO Cluster Workshop to develop better links with local Early Years and Childcare Providers and deliver regular training to them on the Local Offer. This has increased their knowledge and understanding of the wide range of information available, developed their staff skills and helps them to better support families using their service. The launch of the new online SEND Information Report has been welcomed by the providers improving the accessibility of their service to parents/carers.

A new approach to delivering Local Offer training was introduced this past year, 'Getting to Grips with the Local Offer' has been delivered via Zoom and Teams. The virtual training session allowed attendees to surf the Local Offer online, being shown how to make best use of the Search facility, what to do if information could not be found, easy navigation hints and tips and information that was most often sought.

10. Feedback and compliments

Throughout the past year, every opportunity to gain direct Local Offer feedback was sought, when working closely with local parent/carers groups, colleagues and professionals. The majority of feedback was received verbally during virtual meetings or the Zoom/Teams Local Offer training. This proved to be a better approach for gathering feedback and/or ideas for improvement. The sessions have allowed parents/carers and professionals specific time (hour-long sessions) where they have been able to have in-depth views of the Local Offer content.

The sessions have proven to be highly successful both in terms of improving awareness of the Local Offer but more importantly as a means to gain direct user feedback. Improvement suggestions and information to meet content topic gaps given by those attending the sessions were at least 90% more effective than other means of obtaining feedback in previous years.

This is a good example of working in co-production with parent/carers and professionals to review and improve the Local Offer in bitesize areas to ensure the information is more robust, comprehensive and accessible.

Examples of compliments received include:

1. Email - I was speaking with K from Warrington BC yesterday evening and she was full of praise for our SEND local offer website. Warrington are apparently rather jealous of some of the content and structure. As this is pretty much entirely down to your effort, tenacity and skills I just wanted to let you know that the quality of what you are pulling together on the local offer is recognised by our peers outside of Halton. Well done. A massive thank you from me too. It really is coming together. (Children's Social Care Professional)
2. Email - Thank you so much for hosting the zoom event last night, the huge positive impact/help it gave to the parents and carers who did attend was amazing, so much that the parents and carers requested another event for the Local Offer. Well done to all involved. (Parent)
3. Email - Thank you so much for the time you spent on the Local Offer zoom last night for the forum members, it truly was a great presentation and the knowledge that it has given to us will be empowered onto our parents. We are very lucky to have such a great tool in Halton for our Parent carers. (Parent)
4. Local Offer training feedback form - Session was very helpful and informative without being too complex. (Parent and Chair of Halton SEND Parent Carer Forum)
5. Local Offer training feedback form - Really well explained during the session. The trainer provided lots of opportunity to ask questions. The website is fantastic and very easy to use, it was really helpful to have this training and I will be sharing this with the young people as a useful resource as part of their health passport. (Health Professional)
6. Local Offer training feedback form – I have been on the Halton Local Offer a few times and so felt I already had a good understanding of the layout. I felt that T - covered a lot in the time and made it relevant to our service by asking us for the kinds of things that we search for. (Health Professional)
7. Local Offer training feedback form – This was a refresher and from when I was first introduced to the Local Offer by the LA and now, I did not realise how much was on it and how it has been added to over the years. I will print off and use some of the information and will show it to loads of parents and staff. (Health Professional)
8. Local Offer training feedback form – Very informative and eye opening of how much information is available on the Local Offer. Great to have a demonstration on how to use and search for information on the Local Offer. Thank you T. (Parent and Deputy Chair Halton SEND Parent Carer Forum)
9. Local Offer training feedback form – T was very informative and helpful – taught me a lot, thank you. (Parent)
10. Local Offer training feedback form – Last time I tried to access the local offer website there did not appear to be as much information on it as there is now. It is a great resource that we can signpost service users to. (Health Professional)

11. Local Offer training feedback form – T delivered an excellent session which was both informative and helpful for passing on information to other staff. She has an in-depth knowledge of each section of the local offer information and is keen for us as well as parents and young people to feedback to her any suggestions. I have used the local offer information before but learnt a lot of new information from T. (Health Professional)

11. Maintaining the Local Offer

The Children and Young People with SEND Policy Officer continues to develop and maintain the content and layout of the Local Offer. Ongoing support is provided to parents/carers and professionals to help them to find the information that they need, this can involve replying to contact emails with the information links they require or guiding them through the website by telephone. This can help them to self-service their information needs and/or signpost them on to other services or sources of advice and support. As part of the Local Offer maintenance fixing broken links is a routine task undertaken to ensure that they are repaired and working.

12. Future plans and taking stock

In 2020, work began on developing a Local Offer Steering Group, the work of this group was overtaken by the introduction of the SEND Strategy 2021-2025 and the four Subgroups tasked to drive forward the work required. The Halton SEND Parent Carer Forum are members of the Strategic Partnership and all the Subgroups.

From December 2021, the Empowerment (Communication and Co-production) Subgroup was established and the Empowerment Action Plan sets out the work required to review and improve the Local Offer. Progress on the Action Plan is reported to the SEND Strategic Partnership on a bi-monthly basis.

During 2022, the Empowerment Subgroup plan on developing a Co-production Charter to reinforce/ensure that the Partnership and wider services work more closely with families. This work will feed into the review and development work for the Local Offer so that we can make it more accessible to children, young people and their families.

We also plan to improve the accessibility tool, add more images/videos and investigate how we can introduce widget symbols on the Local Offer to meet the needs of young people as they have requested.