



Halton Local Offer

Annual Report 2022–2023



HELP, SUPPORT & ADVICE



LEISURE INFORMATION



EDUCATION, HEALTH & CARE PLAN



HEALTH INFORMATION



EDUCATION, EARLY YEARS & CHILDCARE



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. Recap on what has happened during the last year	3
3. Local Offer impact log	4
4. Local Offer updates.....	5
5. You Said, We Did – parents/carers.....	6
6. You Said, We Did – professionals.....	8
7. Promoting the Halton Local Offer	9
8. Feedback and compliments	9
9. Maintaining the Local Offer	10
10. Future plans and taking stock.....	10

1. What is the Purpose of the Local Offer?

The Special Educational Needs and/or Disability (SEND) Code of Practice 2014 requires all local authorities to publish a Local Offer to provide clear, comprehensive, accessible and up-to-date information. Also to ensure that the provision available, meets the needs of children, young people and their families by involving them in its development and review.

The Local Offer is an online website providing information and advice on a wide range of SEND topics. It is a 'live' resource which is continually being updated and developed. 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. Recap on what has happened during the last year

Services have continued to improve the information they submit for publishing on the Local Offer and are quicker at sending in publicity flyers for the activities taking place during school holidays.

Since the 2020 global pandemic, services and teams have now fully embraced the hybrid approach of working, with some time spent working virtually and office based. The SEND Strategic Partnership and majority of Subgroup meeting were held virtually to tie in with the request of the Halton SEND Parent Carer Forum. Throughout the year, depending on the work required some meetings were held face to face.

'Getting to Grips with the Local Offer' training continued to be delivered via Zoom and Teams sessions. These sessions demonstrate how to make best use of the Search facility, what to do if information could not be found, navigation hints and tips and ways of finding information that is often sought. Parent/carers have the opportunity for queries to be answered immediately and professionals learn better signposting skills so they can better support families.

Services have harnessed the approach of using online media to more effectively engage with families as the norm, therefore ensuring that they have access to accurate and up to date information has been a key focus throughout the year.

In June 2022, via the Council for Disabled Children, Local Offer Community of Practice, Halton participated in a Local Offer peer review with other local authorities. The Local Offer Review Framework aligned with the SEND Code of Practice was used to examine each section of the Local Offer. Halton was paired up with Gateshead Council, overall the findings of the review were very positive and only highlighted a few areas for improvement. All of these were already on our radar to be picked up as part of the Local Offer review work through the Subgroups. For example, improving the accessibility functions on the website, as a result we have introduced new accessibility and language tools for families to use more easily.

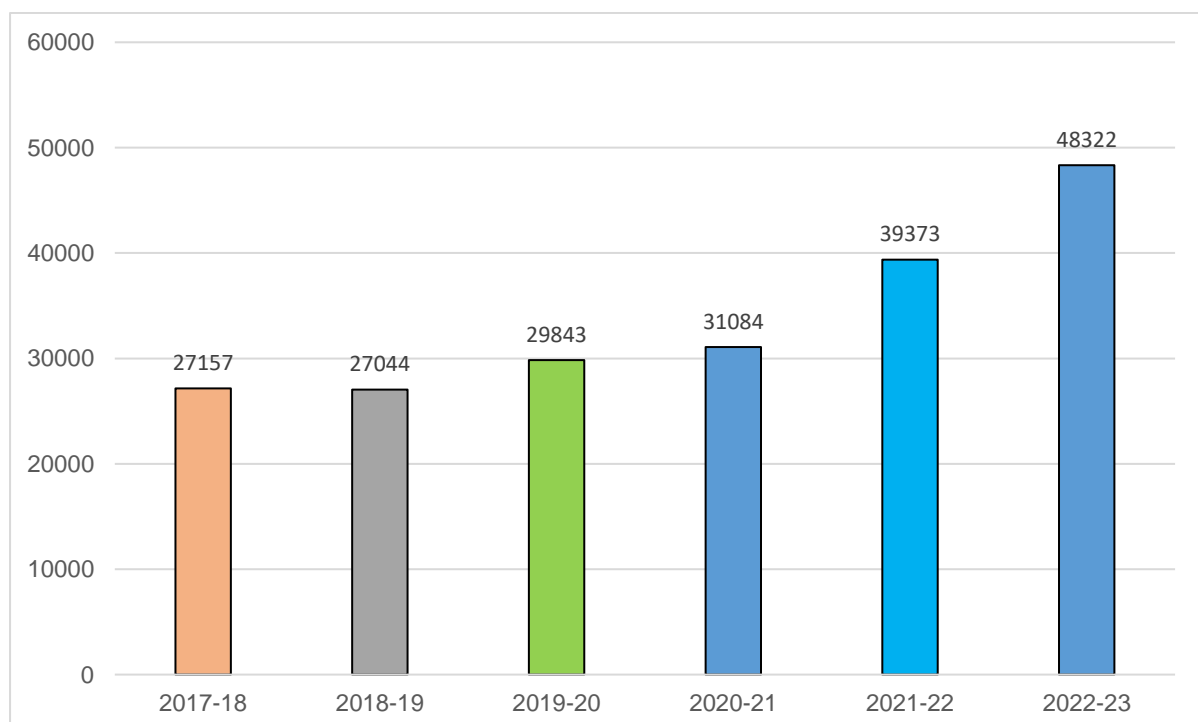
3. Local Offer impact log

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

Staff were requested to create their electronic email signature to include the Halton Local Offer banner and letters sent now also display this. 'Getting to Grips with the Local Offer training sessions has improved knowledge and awareness. The increased number of views could be an indication that these ways of publicising Halton's Local Offer are proving to be successful.



4. Local Offer updates



Development work and regular updates continued throughout the year to ensure the Local Offer remained up to date and accurate.

Here is a snapshot of some of the main changes.

*****New Accessibility Tool and Language Tool added to the Local Offer to use on every page*****

Help, Support & Advice:

- Cost of living information and support page added
- Personal Budget information and videos

Health:

- Autism Making Storyboard
- Services information updated

Education, Childcare & Early Years:

- School SEND Information Reports
- Halton Specialist Provision Chart updated
- Halton Behaviour Support page reviewed and updated

Leisure:

- Activities, Short Breaks flyers and Holiday Activity Fund flyers
- Halton SEND Parent Carer Forum monthly events calendar and activity flyers

PfA section:

- Education & Employment Navigation Guide
- Moving through Education into Employment information added for each element
- Post 16 options - education and training page and information added
- Support for Employment page and information added
- Access to Work information added

Children Services & Social Care:

- Short Breaks Referral via iCART information/process added

Training & Events:

- Flyers promoting training and events promoted

5. You Said, We Did – parents/carers

Can Providers offer activities for 4-11 year olds with SEND (autism)

YOU SAID

WE DID

We fed this back to our Commissioning Managers to action. They've made sure that we now have lots of 4-11 activities provided through the Holiday Activity Fund for SEND children

**Can Providers deliver sessions at different times?
We find that most of the school holiday/half-term activities are too early for our children to attend.**

Can some be delivered Weekdays after 4pm or after 12noon at Weekends or during school holidays?

YOU SAID

WE DID

We contacted our Commissioning Managers to pass on your requests on the activity timings

We now have several Providers that offer activities at different times as you requested on weekdays and during the school holidays through the Holiday Activity Fund

The Local Offer has improved immensely over the last few years, thank you

YOU SAID

WE DID

We've been able to make improvements by listening and acting on your suggestions. Receiving information about new services, groups, training etc helps to keep the Local Offer accurate and up to date. We need your help to make this happen.

I hadn't realised how in depth this website was until I had this training. Now I know how to find things and just how much is on the Local Offer

YOU SAID

WE DID

Yes, we have worked with our providers and partner services to ensure they regularly submit new information and activity flyers etc so that the Local Offer has lots of helpful information available for families.

Seeing a visual demonstration was much clearer and shows how much information was available

YOU SAID

WE DID

Parent/carers and professionals have all enjoyed the virtual training sessions. It's been a great way to be able to show you how to surf the Local Offer, find out what's available and where to find different types of information.

6. You Said, We Did – professionals

School SENCO – can the referral process for Short Breaks be made more visible? I couldn't find it.

YOU SAID

WE DID

Yes, we've added a new box onto the Short Breaks page with this information so it's quicker and easier to find.

Commissioner - during March we would like to promote Cerebral Palsy awareness month. Would it be possible to share the information attached and add something to the Local Offer for the whole month?

YOU SAID

WE DID

Yes, we changed the layout of the Local Offer 'home' page for the whole month of March to publicise 'Cerebral Palsy Awareness Month' adding the information leaflets and links to appropriate websites etc. We put the same information on the Health section to help promote.

Early Years setting – the training was a useful refresher, from when I was first introduced to the Local Offer. I did not realise how much was on it and how it had been added to. I will also print off and use some of the points/information to show staff and parents.

YOU SAID

WE DID

Yes, it's a good idea to keep checking the Local Offer, as we are always updating it with new information and activities etc.

Halton Carers' Centre – we've noticed that we don't appear much on the Local Offer and gone through the website to come up with some pages where information could be added – is this possible?

YOU SAID

WE DID

Yes, we've added the links and information on the pages you suggested.

7. Promoting the Halton Local Offer

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/carer via the Disabled Children Service mailing list and all newsletters are published on the Short Breaks page on the Local Offer.

Updates on Local Offer changes are shared with school and early years SENCOs at their SENCO Network meetings and Cluster Networks. This ensures that they are kept informed of developments and can make best use of the Local Offer in their roles and support families better.

Local Offer training 'Getting to Grips with the Local Offer' has been delivered via Zoom and Teams meetings with clinicians, provider services and other professionals. 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.

8. Feedback and compliments

Feedback on the Local Offer from local parent/carer groups, colleagues and professionals is sought at every opportunity. Delivering the virtual training sessions remained the most popular avenue to provide direct feedback and suggestions for improvement on the Local Offer.

These sessions have provided the best opportunity to work 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

Feedback also tends to be received through the training evaluation form or by emails from colleagues when submitting requests for Local Offer updates/changes.

Examples of compliments received include:

1. Local Offer training feedback form - The training was very informative, and it helped me to better understand what the local offer is about. (Childcare Professional)
2. Email - Thank you so very much for your support. T - You are an absolute star. How you have linked the websites to the parent/carers' guidance is amazing. Well done and thank you (Children's Social Care Professional)
3. Verbal at Halton SEND Parent Carer Forum Information Event 19/10/22 – A parent said that attending the Local Offer Getting to Grips with the Local Offer session in January 2022 had been life changing and amazing. That they could now easily find any information they needed to look for on the Local Offer and highly praised the virtual online training they had received. The parent was happily informing other parents at the event that they should attend the training on offer as it will open up their world to a mass of information that is freely available to them. (Parent)

4. Verbal at SENCO Workshop 07/12/22 – Westfield Primary School SENCO said that a member of staff from the SEND Service based at another Local Authority had informed her that they had been told to look at the Halton Local Offer as it was an excellent website, and they should mirror this with theirs. (Professional)

9. Maintaining the Local Offer

The Children and Young People 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.

10. Future plans and taking stock

Throughout the past year, extensive development work on the Preparing for Adulthood Education and Employment Pathway was undertaken with new information and pages added so that young people and their families could use the information to make better plans for their future.

Reviewing and updating the accessibility of the Local Offer was also something we wanted to improve, the new tools for language and accessibility are now working well and we've had positive feedback from families in making these changes.

We've added more videos and visual images to help improve the accessibility of information.

We also recognise that some areas are quite 'wordy'. Ensuring that there is enough information versus too much information is always a challenge and so it is further essential that the language used is accessible to all.

Through the Subgroups, our future plans will involve reinforcing the Co-production Charter across the Partnership, so that we can work more closely with families to meet their needs.

We need to investigate how we can introduce widget symbols on the Local Offer to meet the needs of young people and add school logo's on the Education section.