



# Halton Local Offer Annual Report 2020–2021



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. Statutory Duty .....	<b>Error! Bookmark not defined.</b>
3. What has happened during the last year?.....	3
4. Local Offer impact log .....	4
5. Local Offer updates.....	5
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.....	10
11. Maintaining the Local Offer.....	10
12. Future plans and taking stock.....	11

## 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](#).

## 2. Recap on 2020-2021

In March 2020, United Kingdom (UK) and the rest of the World began facing the global health pandemic COVID-19, it was something that none of us had ever experienced in our lifetime. Countries went into 'lockdown' as the spread of the illness was attempted to be contained and the number of deaths reduced.

The UK faced three lockdowns during the year, the challenges and changes to everyday life that we faced were totally unprecedented. New ways of working, delivering services and day to day family life had to change so that we restricted face to face contact with everyone outside of your own household.

Having accurate, up to date information online became essential for everyone and the increased emphasis of using technology as a means to communicate was of paramount importance. Families and organisations, even the Government began using Zoom or Microsoft Teams to talk to each other

Extensive development work to redesign the layout by adding 'purple' header menus, simplifying the content and beginning to add more video content took place during 2020 during the lockdowns due to the pandemic. This included adding a new dedicated page to COVID-19 for sources of support, information and provide all the latest advice for families and professionals during this reporting period. A link to this page was added to every section and all the individual pages within the Local Offer.

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

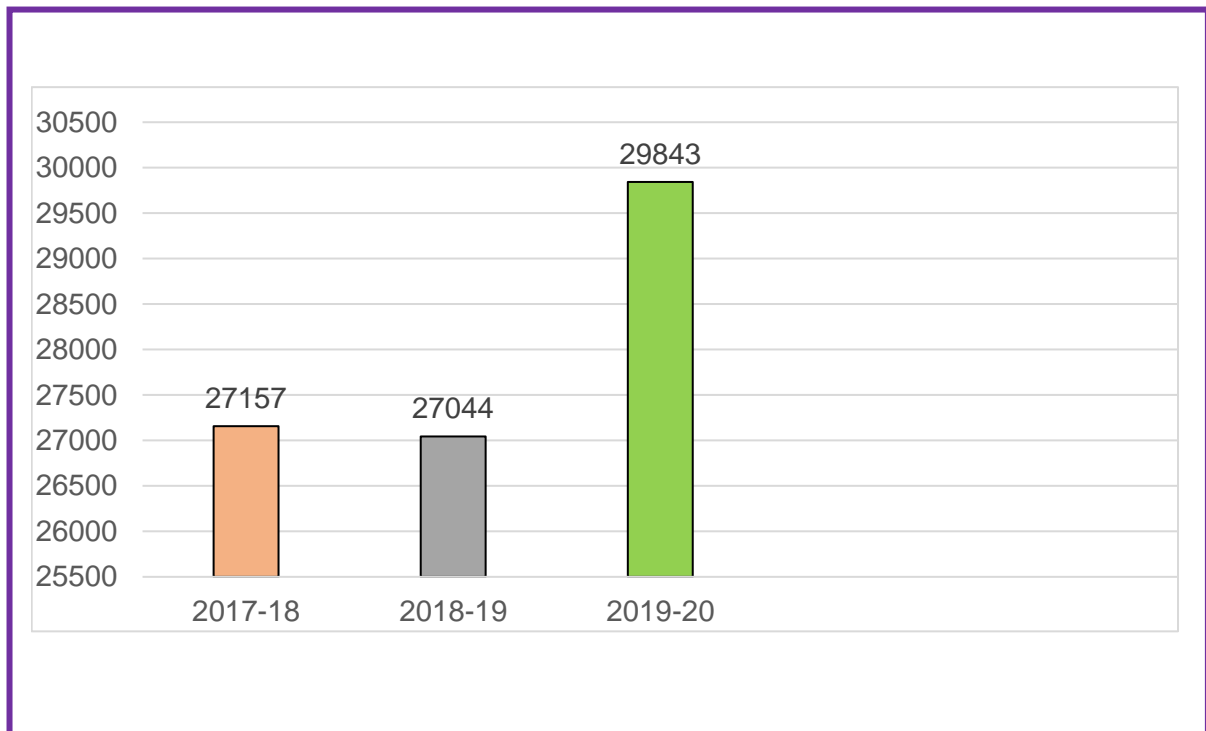
As a means to contact and engage better with families during the lockdowns, we made better use of online surveys and Mentimeter sessions so that we could consult with children, young people, parents/carers and professionals on different topics.

## 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






### 3. Local Offer updates












Extensive redesign and update programme of work took place during 2020-2021 on the Local Offer.

All hyperlinks checked/fixed on all sections/pages of the Local Offer. A new COVID-19 page was introduced and regularly updated throughout the reporting period.

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

<p><b>Health</b> </p> <ul style="list-style-type: none"> <li>• Orthoptic Visual Processing Difficulties Clinic</li> <li>• New Sexual Health Service</li> <li>• Replaced Woodview Children’s Specialist Service information</li> <li>• THRIVE Children and Young People’s Mental Health Support</li> <li>• Adult Learning Disability Nursing Team</li> <li>• Cancer Red Flags in Learning Disabilities</li> <li>• Anxiety and Depression Booklets</li> </ul>	<p><b>Education, Early &amp; Childcare</b>  <b>Years</b></p> <ul style="list-style-type: none"> <li>• Extensive redesign work to add ‘purple’ Header menu</li> <li>• Section content split into five different pages.</li> <li>• Family Information Service information revised</li> <li>• School SEND Information Reports</li> <li>• Revised Halton Behaviour Support Service guides</li> <li>• New Halton Inclusion Charter</li> <li>• Halton Inclusion Conference Delegate Packs</li> <li>• Positive Behaviour Support Service revised</li> <li>• Replaced Woodview Children’s Specialist Service information</li> <li>• EAL Translation Service for schools</li> <li>• Special Provision Capital Fund</li> <li>• Update - SEMH Free School</li> <li>• Revised Education Welfare Service policies</li> </ul>	<p><b>Transport</b> </p> <ul style="list-style-type: none"> <li>• Streamlined section</li> <li>• SEND/Post 16 information collated into one area</li> <li>• Replaced outdated Blue Badge information</li> <li>• Local Travel information – Bus and Roads combined into one area</li> </ul>
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<p><b>Help, Support &amp; Advice,</b> </p> <ul style="list-style-type: none"> <li>• Removed outdated documents</li> <li>• Streamlined section</li> <li>• Information/hyperlinks updated</li> </ul>	<p><b>Leisure</b> </p> <ul style="list-style-type: none"> <li>• Revised Short Breaks Statement and Policies</li> <li>• New activity posters, removed outdated information</li> </ul>	<p><b>Education, Health &amp; Care Plan</b> </p> <ul style="list-style-type: none"> <li>• Redesigned section layout adding information onto three separate pages.</li> <li>• Introduced new 'purple' Header menu to simplify section navigation</li> <li>• EHC Plan good practice national guidance IPSEA and CDC</li> <li>• CDC EHCP videos</li> <li>• Extension to First-Tier SEND Tribunal</li> <li>• HBC SEND Privacy Notice</li> </ul>
<p><b>Childrens Services &amp; Social Care</b> </p> <ul style="list-style-type: none"> <li>• Revised iCART information</li> <li>• Revised Short Breaks Statement and Policies</li> </ul>	<p><b>Care Leavers Local Offer</b> </p> <ul style="list-style-type: none"> <li>• Revised Care Leavers Local Offer Booklet</li> <li>• Revised Children in Care Council (CICC) information</li> <li>• CICC Coffee Drop sessions</li> <li>• All content refreshed</li> </ul>	<p><b>Preparing for Adulthood</b> </p> <ul style="list-style-type: none"> <li>• Extensive redesign work to add 'purple' Header menu</li> <li>• Section content split into five different pages.</li> <li>• Halton Supported Internships</li> <li>• Halton Apprenticeship Hub, Career Booklet and individual Career Leaflets</li> <li>• Skills Up Service</li> <li>• NDTi PfA project support</li> <li>• Good Quality Conversions Workshops</li> <li>• Good Quality Conversion Tools</li> <li>• PfA Action Plan and Updates</li> </ul>
<p><b>Training/Events</b> </p> <ul style="list-style-type: none"> <li>• Halton Behavioural Support Service Mental Health First Aider course</li> <li>• Health Improvement Team training</li> <li>• Children in Care Council Coffee Drop sessions</li> </ul>	<p><b>You Said, We Did</b> </p> <ul style="list-style-type: none"> <li>• Local Offer Annual Report: You Said, We Did from children, young people, parents/carers and professionals</li> </ul>	<p><b>Case Studies</b> </p> <ul style="list-style-type: none"> <li>• Ben's case study</li> <li>• Disabled Children Service family event case studies</li> </ul>

#### 4. 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

## 5. 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



## 6. 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

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

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.

## **8. Feedback**

Throughout the past year, every opportunity to gain direct Local Offer feedback was sought, when working closely with local parent/carer 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.

## **9. 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.

## **10. 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.

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.

In June 2022, through the North West Regional Local Offer Community of Practice, a group of LAs decided to undertake a peer review of each other's Local Offer websites. The review has enabled Local Offer websites to be independently assessed against the SEND Code of Practice requirements' must and shoulds list.

Halton was paired up with Gateshead, 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 review work through the Empowerment Subgroup.

For example, we intended to add a better accessibility tool and since the peer review have now done this. We will also look to try and make use of widget symbols to improve the accessibility of the Local Offer for our young people.