

Contents:

1. Introduction
2. Recommendations by the Department for Education
3. Who has been looking at the Local Offer?
4. Feedback, enquiries and comments
5. Sustainability of the Local Offer
6. Main developments from January 2015 to October 2015

1. Introduction

In October 2014 Telford & Wrekin published the Special Educational Needs and Disabilities (SEND) Local Offer in accordance with the SEND Code of practice (2014):

4.1 Local authorities must publish a Local Offer, setting out in one place information about provision they expect to be available across education, health and social care for children and young people in their area who have SEN or are disabled, including those who do not have Education, Health and Care (EHC) plans. In setting out what they 'expect to be available', local authorities should include provision which they believe will actually be available.

4.2 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

4.3 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. The process of developing the Local Offer will help local authorities and their health partners to improve provision.

2. Recommendations by the Department for Education

Throughout the year the advisor for the Department for Education has reviewed Telford & Wrekin's Local Offer:

Although a dedicated resource for LO development is yet to be identified, significant progress has been made.

An excellent "You said, we did" report is available, showing how officers have responded to comments from parents about LO content and presentation. Progress with schools

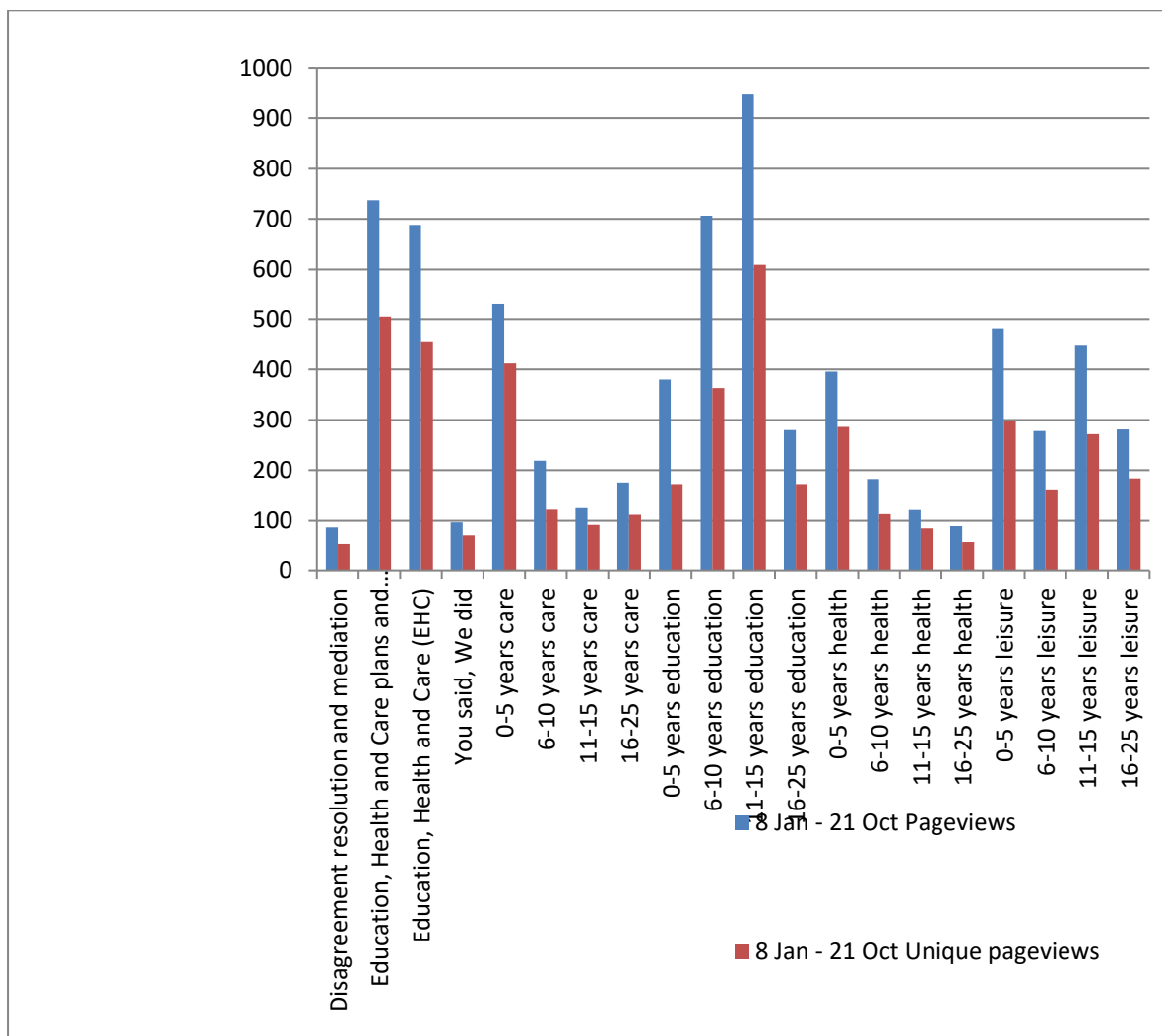
rebadging “school offers” as “SEN Information Reports” to match the Code of Practice requirement is evident. Accessibility options remain limited.

3. Who has been looking at the Local Offer?

Monthly quantitative data has been collected about the number of page hits across the Local Offer. The Statistics below show how many people viewed the landing pages of The Local Offer from January 2015 to October 2015 (People within and outside Telford & Wrekin Council):

Total Page views = 4965

Page views outside Telford & Wrekin = 2425



The use of social media ([Facebook](#) and [Twitter](#)) has helped communicate key messages, news and updates about the Local Offer and will be beneficial for our on-going communication strategy in reaching young people.

4. Feedback, enquiries and comments

A designated [SEND Local Offer mailbox](#) was set up to collect and follow up on enquiries and comments.

[The Local Offer's "You said we did" page](#) shows the actions that we have taken in response to the feedback. The numbers received have been steadily increasing since October 2014.

Enquiries are received from a wide range of people including parents, professionals and other Local Authorities.

5. Sustainability of Local Offer

It is important that the Local Offer remains up to date to be useful (and used) by parents, children, young people and professionals. To sustain the Local Offer we have identified content page owners and Local Offer champions to regularly review and update the web pages.

Content page owners have an on-going role to keep the page information on the Local Offer up to date and relevant.

Local Offer task and finish group will have a strategic overview of the pages, across education, health and care. They currently meet every quarter, however it is hoped in the future the group will meet twice a year to review progress of the previous 6 months based on information provided by page content owners, data statistics, feedback details, a summary report and any local/national developments and initiatives. Our parent / carer groups represent the views of families will be part of this co-produced process.

Our parent and carer forum are sharing information at each of our family groups, and also sharing it via social media and newsletters

Relevant partner agencies will also work with their children's engagement groups/membership to help inform the local offer' CCG Telford have a young health champions group that meet monthly and have a CCG membership scheme.

A significant area for development is to increase the involvement of young people in the improvement of Telford & Wrekin's Local Offer.

6. Main developments from October 2014 to October 2015

[EHCP transfer review information](#) has been added to the Local Offer for parents/carers.

Information about the appeals process ([Disagreement Resolution and Mediation](#)) has been added.

We introduced the “**You said We did**” page:

You Said	We Did
<p>You do not have details of the Dyspraxia website is not on your local offer.</p>	<p>We loaded the information onto the website: Dyspraxia Foundation.</p> <p>The Foundation seeks every opportunity to increase understanding of Dyspraxia, particularly among professionals in health and education and encourages its local groups to do the same. It continues to encourage the smaller local groups to thrive and develop their own ideas and to distribute information and fundraise for themselves. To read up on this part of the local offer please visit our Services page.</p>
<p>Could you include details of transport to school for children with SEN (eg the form to apply) in the local offer please?</p>	<p>We already had this information on the local offer – however it was not easy to navigate to. We spoke to our parents and they asked that transport information was made prominent on the front page.</p>
<p>The local offer is not doing what I had hoped. The ican2 activities on their website are out of date. No one in early years to discuss my request / questions about EHC plans. In health I feel the Children's community nursing is missing. Leisure and fun – no way my child could use a tandem, sit through a cinema screening. Cycle lessons would be great when he is 3yrs. The Jungle land offer in my view is not suitable for under 5's due to the time as bedtime routines should be happening 6pm - 8pm. Tots on ice is not safe for my child – thus I can't find any information to support my child.</p>	<p>There were many aspects in response to this feedback:</p> <p>Ican2 activities out of date on their website: Immediate email to Telford & Wrekin Council's Web team to get this information removed and current updated.</p> <p>No one in Early Years to discuss requests/questions: A discussion at team leaders meeting about ensuring there is always someone at the other end of the phone to try and support in that locality.</p> <p>Children's Community Nursing: There is no</p>

You Said	We Did
	<p>information at the time on the 0-5 health page. We have now loaded this information.</p> <p>Leisure and Fun: an email has been sent to our Commissioning Specialist informing them that parents/ carers feel there is a gap in 0-5yr provision. They are currently working with our parent carer forum on short break provision in Telford and Wrekin.</p>
<p>As part of PODS AGM on the 24 June 2015 – we had feedback from parents and carers on what they felt would help the local offer.</p>	<p>Following on from the consultation we have done the following:</p> <p>Changed the information on the 16 - 25 education website so all schools and colleges are together.</p> <p>Put Disabled Students allowance into the benefit section rather than education.</p> <p>Contacted Lawley Primary School to inform them their homepage was not working.</p> <p>Contacted web design and our admissions team about the possibility of a search engine or map to search for schools.</p> <p>Contacted our Transfer team to ask that they specify age range in the transfer schedule.</p> <p>We have confirmed that we have SEND in front of our local offer and titles relating to Special Educational Needs.</p> <p>We have ordered more SEND bookmarks to provide information to people and also have attended events in Telford and Wrekin to spread the word about the local offer.</p>