

Local Offer



Annual Report 2015

The Local Offer publishes information about available services for children and young people (0-25) who have special educational needs and/or disabilities (SEND).



Visit:
westsussex.local-offer.org



Local Offer | Annual Report 2015

Welcome to the Local Offer Annual Report 2014-2015. In the report we hope to give you a snap shot of what we have achieved during the Local Offer's first year and our plans for the future.

We hope that you enjoy reading this report and find its contents useful. Please complete the feedback form on the back page so that we can continue to improve how we present our annual report and ensure the content is of interest to you.

Our vision for the West Sussex Local Offer

It is not a product: this is an online community.

Our Local Offer will be the online community for parent carers and young people in West Sussex – the first point of call for all families and young people with Special Educational Needs and/or Disabilities (SEND).

If you do not have access to Internet, let us know. All information from the Local Offer can be saved and viewed offline or printed.

Think Local Offer

If you use a service that is not yet on our Local Offer, let them know why they should be. After using a service on our Local Offer, leave a comment to help inform others about using their service.

Our Local Offer will grow and change to reflect the needs of the SEND community

Everyone's feedback will be considered and will help shape our Local Offer, removing as many barriers as possible from accessing the support needed. All new services will be made aware of the Local Offer and will be encouraged to set up a presence there.

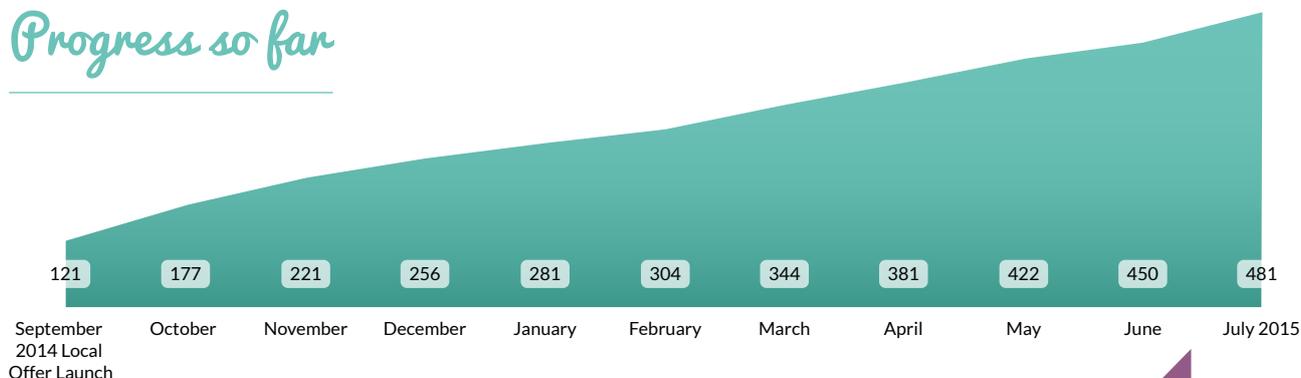
Identify gaps

Where provision of services within West Sussex is not available, we will ensure relevant decision-makers are made aware, so they can make informed choices about any new services/changes in services they commission.

Improving the quality of services

By taking all of these into consideration, our Local Offer will aim to improve the quality of services within West Sussex for children, young people and their families.

Progress so far



Please see above a visual timeline of how the number of services has grown on our Local Offer.

Working Together

Working with parent carers

From the start, parent carers through the West Sussex Parent Carer Forum (WSPCF) have worked with the Local Offer team to develop our Local Offer to make it an easy to use, accessible and informative site.

Sarah Burling, a parent carer representative for the WSPCF and a Local Offer Champion has played a part in shaping developments. This has been done by encouraging parent carers to provide feedback on the site itself, give comments on services listed and share tips and advice.

“I volunteer for this role because I hoped to make a difference. I believe the Local Offer has the potential to support the greatest number of parent carers by providing the right information at the right time. However unless we all do our bit this potential will not be realised.” Sarah Burling

“

Really enjoyed being a part of this, thank you.

A parent carer that attended the scoping workshop for the Calendar of Events.

Working with Providers and Organisations to increase content

The Local Offer site went live on the 1st September 2014. Information is added daily by providers and organisations.

Service providers are required to complete their online profile known as a ‘Summary Card’ and a set of questions to be published on their own website. They are then responsible for maintaining this.

“We’ve been greatly impressed with the efficiency of some of the authorities we have contacted – hats off to West Sussex who replied very promptly with a list of their requirements (among other things we had to add a page to our website) which we were very happy to comply with because they were clearly focused on providing as much information as possible to families and young people in a format that enabled them to make informed choices.” Tania Tirraro, as published on the SEN Jungle website

Working with Children and Young People

When working with children and young people it became clear that they had a high regard for the ‘YourSpace’ site aimed specifically for them. We took this feedback into consideration and focused on improving the content for SEND on YourSpace to complement the Local Offer: www.yourspacewestsussex.co.uk



“Young people were involved in creating content on YourSpace about difficulties they face in life, for example autism, and produced the content for other young people to read. It allowed them to show what these difficulties are like from their point of view and to help other young people understand what they go through on a day to day basis. More content is currently being created and hopefully this will be an on-going project each year with the link we have now made with Chichester College.

Young people felt that they wanted to know more about things such as autism on YourSpace and then go and look on the Local Offer for organisations that can help them. It was also a way for adults to show their children that others go through the same things as them.” Caroline Henry-Evans, YourSpace Editor

Feedback | Your voice

Capturing your voice is a vital part of shaping our Local Offer and provision of services. Working together will ensure that the Local Offer is developed in a meaningful way for you. All feedback we have received has been organised into themes. These can be seen on our Local Offer:

<https://westsussex.local-offer.org/WestSussexFeedbackThemesTable.docx>

How can I share my voice?

1

Local Offer site

- Use the 'Feedback' button on site to rate and leave feedback.

2

Share your experiences of services you have used on the Local Offer

- Recommend a service by clicking on 'thumbs up'; or
- Give more detailed feedback by clicking on 'comment'.

3

Talk to us—your Local Offer Officers

- We have and will continue to attend events and workshops asking for your feedback.
- Email localoffer@westsussex.gov.uk or call 03302 228555 your Local offer Officers.



1. Content of site

WHAT YOU SAID

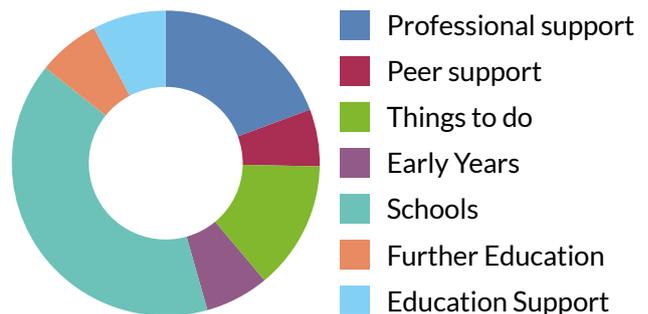
➔ We want more information and services.

Our Local Offer Officers have tackled the mammoth task of getting all relevant services on the Local Offer through:

- Social media - www.facebook.com/westsussex.localoffer;
- Regular drop in workshops for providers and 1:1 support for those that aren't able to attend the workshops;
- Creating a step by step video;
- Using Local Offer champions' knowledge, connections and influence;
- Attending relevant and appropriate events; and
- Phone or email correspondence.

What is the proportion of services on the Local Offer?

There are currently 481 services and organisations on our Local Offer. A large proportion of these services relate to education. We will endeavour to increase where possible information about services in other areas. Please read the section below on how the categories will be changing.



2. Categories and Searching

WHAT YOU SAID

- ➔ Parent carers weren't finding relevant information when choosing categories on the front page.
- ➔ Providers found it difficult to decide which category their service or organisation should be in.

There are two ways in which you can search for information on our Local Offer. Firstly you can search through the search tab on the Local Offer. Secondly, by clicking on one of the categories and finding relevant services. It has been clear from feedback received since the launch of our Local Offer that the front page has been difficult to use and has resulted in parent carers not finding the information that they were looking for. We have been working hard to revise these to ensure they are clearer and this development will be made live shortly.

3. Filtering Results

WHAT YOU SAID

- ➔ Results from searching needed to be displayed differently.

You can now search for services in locations in two ways: by town or postcode. Results by postcode are now displayed as the distance between you and them 'as the crow flies'. Some services provide support across the county and move to different locations. Here services are displayed as 'serves area' instead.

- You can already filter results in accordance to age, whether the service is free to use, wheelchair accessible or whether the service requires an application to be completed.
- We are working towards the options of displaying all results alphabetically and by a star rating.

4. A Request for a Calendar of Events

WHAT YOU SAID

- ➔ Parents said that they had missed relevant training, events and activities going on.
- ➔ Providers reported multiple occasions where events were clashing as they didn't know other similar events were going on.

Aim:

Posting all events, training and activities, so they are clearly shown in one place on a visual calendar. Providers and Organisations can then signpost parent carers, young people and professionals to one place.

Desired Outcomes:

- Help parent carers to plan and know about events and training opportunities beneficial to them;
- Enable parent carers to better select activities suitable and relevant to their child/young person; and
- Ensure that providers are able to make a more informed decision when planning events, activities and training.

This change is currently being developed.

You can now search for services in locations in two ways: by town or postcode.

Filtering Results



What have been our challenges and what is next?

It's all new! First, West Sussex isn't a small county, we have a large number of different providers spread over a large geographical area making it harder to know what is out there.

Our Local Offer Officers have reached out to organisations across the county by holding multiple workshops in different areas.

The Local Offer team have worked closely with the Editor of the established YourSpace in providing us with the sort of information that a child and young person would want. However, provision of some services have previously only gone up to 18 years. The gap in service provision and information has been identified, and a new Post 16 group with various work streams have now been set up focusing on the four pathways: Health, Community Inclusion, Independent Living and Employment. The Post 16 Development Officer is on the Local Offer Steering Group.

The Special Educational Needs and/or Disabilities reforms 2014 require education, health and

social care to work closer together. It is always a logistical challenge when services need to work together. However, we are all working towards the same goal, to improve the lives of families of children and/or young people with SEND. One way we have tried to tackle this is through the Local Offer Steering group where each area is represented (see article on the back page for our Local Offer Champions and which area of work they cover). We are working hard to develop good connections and we will continue to strengthen these. In the future, as required by the SEND Code of Practice: <https://www.gov.uk/government/publications/send-code-of-practice-0-to-25>, the Local Offer will inform the review of education, health and social care provision in West Sussex. We hope to do this by engaging with the relevant Local Offer Champions for their area of work, to ensure that the findings, feedback, and identified gaps in provision from our Local Offer are not missed when any reviews of process, procedures and practices are considered.

The Search function will become more intelligent and recommend services and support based on information you already selected.

The ability to provide a 'star rating' anonymously to help other parent carers/ young people make informed choices about the services they may like to use.

FUTURE
DEVELOPMENTS
OF OUR
Local Offer

We will continue to expand our 'general advice and tips' information page so that parent carers are supported with practical advice to help them.

Our Local Offer is co-produced with children, young people, parent carers and professionals. It is therefore constantly developing based on your feedback.

LO Champions

See below for your Local Offer Champions. Each champion sits on the 'Local Offer Steering Group' to share their different expertise. They are vital in ensuring the success of our Local Offer.



Ani Beams
Moving to Adulthood



Claire Williams
Early Years



Sarah Burling
Parent Carer Representative
West Sussex Parent Carer Forum



Bella Cobby
SEND Hub Networks



Heather McIntosh
Local Offer
Operations Lead



Sarah Dimmock
Local Offer Officer



Caroline Henry-Evans
Young People



Jo Robertson
Health



Sue Clarke
Education and Skills
(Secondary-Post 16)



Charlotte Smith
Local Offer Officer



Michael Rhodes-Kubiak
Short Breaks



Sue Williams
Education and Skills
(Primary)

While our Local Offer is in its infancy, the steering group meets once a month.

- ➔ Encouraging services to complete summary cards;
- ➔ Making our Local Offer available to all;
- ➔ Research and identify areas of focus to be developed;
- ➔ Support monitoring and reviewing of our Local Offer;
- ➔ Attending events/workshops to promote/encourage the development of our Local Offer; and
- ➔ Inform information about county provision where services are oversubscribed or there are gaps in service provision.

Local Offer Annual Report Feedback form

How interesting did you find this report?

Very Partially Not at all

Did you see everything that you were expecting to see in this report?

Yes No

If no, what were you expecting to see:

Would you like to receive the bi-monthly SEND Newsletter? Yes No

If yes, please provide your name and email:

Name:

Email:

Please send this form back to Local Offer, Oriel Lodge, West Street, Chichester, PO19 1RZ. Alternatively email us, LocalOffer@westsussex.gov.uk



Visit: westsussex.local-offer.org

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www.facebook.com/westsussex.localoffer

www.westsussex.gov.uk

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