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NORTH LINCOLNSHIRE LOCAL OFFER CONSULTATION AND FEEDBACK ANNUAL REPORT 2014-2015 **'YOU SAID, WE DID'**

This annual report provides detailed information on how North Lincolnshire Local Authority has consulted and sought view of its stakeholders, especially parents & carers and children & young people with regards to the Local Offer. It also provides information on how the Local Offer has evolved and been shaped by the findings of feedback provided.



STATEMENT BY PIP FORUM

North Lincolnshire Parent's Involvement and Participation (PIP) Forum has worked very closely with North Lincolnshire Local Authority (LA) over many years to produce positive impact and to shape services in the following areas:-

Aiming High, Short Breaks, Strategic SEND planning, Carers Strategy, Foresight, Commissioning of Kaleidoscope and most recent fully accessible changing facilities at Normandy Hall.

Over the past year we have jointly worked with colleagues in Vulnerable Services through the commissioning process to decide the award of North Lincolnshire's Local Offer website contract. In addition, we have co-produced a number of events over the past year, details of which are provided in this report. An example of this is the very successful February 2015 PIP/LA conference. An evaluation of the feedback from this event we were led us to co-produce a further conference (November 15) for parents and carers which has further enhanced our positive relationship with the LA.

We are thrilled to have such a positive working relationship with the LA, and are excited at the prospects for the New Year.



NORTH LINCOLNSHIRE LOCAL OFFER CONSULTATION AND FEEDBACK ANNUAL REPORT 'YOU SAID, WE DID'

INTRODUCTION

This annual report provides detailed information on how North Lincolnshire Local Authority (LA) has consulted and sought the view of its stakeholders, especially parents & carers and children & young people with special educational needs and disabilities (SEND) with regards to the Local Offer. It also provides information on how the Local Offer has evolved and been shaped by the findings of the feedback which has been provided.

As an LA we are required to publish details of services and provisions in the area available to support families with a child or young person with special educational needs (SEN) and/or a disability.¹ This is called the 'Local Offer'. North Lincolnshire's Local Offer is available at www.northlincslocaloffer.com

Furthermore, there is a requirement on local authorities to publish the comments received on the Local Offer on an annual basis. This report sets out how we have done this for the past year 2014 -2015.

HOW WE HAVE CONSULTED AND SOUGHT VIEWS FROM STAKEHOLDERS, INCLUDING PARENTS & CARERS AND CHILDREN & YOUNG PEOPLE

CONSULTATION EVENTS

Over the past year there have been a number of formal and informal occasions for stakeholders to consult with professionals across education, health, care and other local wider services. The purpose was to get feedback on what is currently available for parents and carers and children and young people with SEND and how we are, as services, are consulting and acting on feedback to improve local provision. There have also been dedicated events for parents & carers and children & young people. Some of these have

¹ The Children and Families Act 2014 which came into force on the 1st September 2014 is the most significant transformation of the system for children and young people with special education needs and disabilities (SEND) in over 30 years. Within the Children and Families Act 2014, Part 3, there is a duty on all local authorities to publish details of services and provisions in the area available to support families with a child or young person with special educational needs (SEN) and/or a disability. This is called the 'Local Offer'. The Local Offer is intended to be more than just a website or services directory - it must be "co-produced" with local families so it reflects the issues that are important to them, and the information must be accurate, consistent and easy to access. The Children and Families Act 2014, its associated regulations called 'The Special Educational Needs (Local Offer) Regulations 2014 Clause 30' and the new SEND Code of Practice puts greater emphasis on the need to consult with a wide range of stakeholders (paragraph 4) and the need to involve children, their parents and young people in preparation and review of local offer (paragraph 5). There is also a requirement on local authorities to publish the comments received on the Local Offer on an annual basis (paragraph 6).

also been attended by professionals. Examples of such consultation events that have been facilitated by the Local Authority (LA) in the academic year 2014-2015 include:

Consultation events for parents and carers in June 2014 on:

Information and consultation events for parents and carers of children and young people with Special Educational Needs and Disabilities

These particular sessions will focus on two key areas:

- Sharing and consulting on the current North Lincolnshire's prototype Education, Health and Care (EHC) plan.
- Sharing and consulting on the development of a transition plan to manage the change over from Statements to Education, Health and Care plans.

You will also have the opportunity to ask any questions in relation to the significant changes that are taking place.

We are running the same session in a variety of venues and at different times to suit your needs.



Please complete the slip below indicating which session you would like to attend.

Date	Time	Venue	Tick box for session you wish to attend	Numbers attending
Monday, 9 June 2014	6.30 – 8.00pm	South Axholme Academy Burnham Road, Doncaster South Yorkshire, DN9 1BY	<input type="checkbox"/>	
Wednesday, 11 June 2014	10.00 – 11.30am	The Ropewalk Maltkiln Road Barton upon Humber North Lincolnshire, DN18 5JT	<input type="checkbox"/>	
Friday, 13 June 2014	1.00 – 2.30pm	Learning Development Centre South Leys Campus, Enderby Road, Scunthorpe, DN17 2JL	<input type="checkbox"/>	

Name: _____ Contact no: _____

Please return this slip to: Lila Choudhury at the Learning Development Centre, South Leys Campus, Enderby Road, Scunthorpe, DN17 2JL

or reply by Email Lila.Choudhury@northlincs.gov.uk or by telephone 01724 297789 to book your place



These particular sessions focused on two key areas:

- Sharing and consulting on the current North Lincolnshire's prototype Education, Health and Care (EHC) plan.
- Sharing and consulting on the development of a transition plan to manage the change over from Statements to Education, Health and Care plans.

Dedicated time was also built into the sessions to enable parents and carers to have the opportunity to ask any questions in relation to the significant changes that are taking place within the arena of special educational needs and disabilities.

The same session was run at a variety of venues and at different times to suit the needs of parents and

carers:

- Monday, 9 June 2014 (6.30-8.00pm) South Axholme Academy, Burnham Road, Doncaster, South Yorkshire, DN9 1BY
- Wednesday, 11 June 2014 (10.00-11.30am) The Ropewalk, Maltkiln Road, Barton upon Humber, North Lincolnshire, DN18 5JT
- Friday, 13 June 2014 (1.00-2.30pm) Learning Development Centre, South Leys Campus, Enderby Road, Scunthorpe, DN17 2JL

Overall, approximately 50 parents and carers attended these consultation sessions, with the vast majority being supportive of the locally proposed Education, Health and Care (EHC) Plans that are replacing statements over the next four years. Similarly, parents and carers were supportive of the proposed transition plans for replacing statements with EHC Plans. The main point raised was to ensure high quality in writing EHC Plans whilst the changes were taking place, as well as making sure that the workload was manageable and realistic for the Local Authority.

Consultation events with children and young people in schools and educational settings

Local Authority Officers have also been consulting with children and young people on the proposed EHC Plan with a particular emphasis on the 'About Me' section finding out their

views on the ways more relevant information could be collected using a variety of media, including social media and interactive technology, They were also asked their views on the proposed questions to be included in the 'About Me' section.



A number of pupils who currently have statements were consulted on their views from the following schools and organisations:

- Althorpe and Keadby Primary School
- Crosby Primary School
- Huncliffe School
- Outwood Academy Brumby
- St Luke's Primary School
- Integrated Disabled Children's Service (ISDC)

The photographs are from a consultation session at St Luke's Primary School. These young people gave their views through the use of Makaton symbols to make it accessible and specifically focused on the 'About Me' section.



✚ 'Working together to improve outcomes for children and young people with special education needs and disability' Baths Hall event 7th July 2014



"The working together to improve outcomes for children and young people with special educational needs and disabilities" conference took place at Baths Hall on Monday, 7th July 2014. More than 300 professionals across services and schools, along with parents and carers, all came together to focus on three main strands of work that will be implemented locally in light of the Children's and Families Act 2014. These areas were:

- The Education, Health and Care (EHC) plans which will be replacing statements
- The EHC Transition plan which provides information on how statements are going to be transferred to EHC plans locally over the next 4 years

- The Local Offer which is brings together information for children and young people with SEN and disabilities and their parents into one place, so that they are able to easily access a range of services to support individual needs.



The main purpose of the day was to provide information on these forthcoming changes, as well as provide an opportunity for stakeholders locally to give their views and help shape local plans for implementation. This event builds on the on-going consultation sessions that have been held over the past few months with parents and carers, as well as children and young people themselves.



Overall, feedback from evaluations demonstrated that the day was an overwhelming success with delegates stating that they appreciated the work the LA was doing in implementing the reforms locally, as well as welcoming the opportunity of developing on-going partnerships to progress further reforms which are forthcoming.



Many colleagues contributed to the information and consultation sessions and shared existing good practice. Cllr Peter Clarke, Lead member for People opened the event and Alasdair Duerden (DfE) and Christine Lenehan (Council for Disabled Children) delivered keynote speeches.



✚ **Consultation events to gather views and feedback on local provision for children and young people with complex needs** during the Autumn 2014 and Spring term 2015, including dedicated events for parents and carers in October and November 2014.

The focus of these particular sessions for parents and carers were:

- How should we develop local provision for children and young people with an autistic spectrum condition?
- How should we develop local support for children and young people with challenging / complex behaviours?
- What works (or could work) to keep children and young people here in North Lincolnshire, rather than in out-of-area provision?
- What might we create locally for young people who are in the transition to adulthood? You will also have the opportunity to ask questions. We are running the same session in a variety of venues and at different times to suit your needs.

Consultation events for parents and carers of children and young people with complex needs

These particular sessions will focus on:

- How should we develop local provision for children and young people with an autistic spectrum condition?
- How should we develop local support for children and young people with challenging / complex behaviours?
- What works (or could work) to keep children and young people here in North Lincolnshire, rather than in out-of-area provision?
- What might we create locally for young people who are in the transition to adulthood?

You will also have the opportunity to ask questions. We are running the same session in a variety of venues and at different times to suit your needs.

Please complete the slip below indicating which session you would like to attend.

Date	Time	Venue	Tick box for session you wish to attend	Tick box for session you wish to attend
Wednesday 23 October 2014	12.30 - 2.30 pm	The Riverside, Mablethorpe Road, Barton upon Humber North Lincolnshire DN15 5LT	<input type="checkbox"/>	<input type="checkbox"/>
Friday 24 October 2014	10.00 - 12.00 noon	Learning Development Centre, South Leya Campus, Humber Road, Doncaster DN11 9LJ	<input type="checkbox"/>	<input type="checkbox"/>
Tuesday 4 November 2014	6.00 - 8.00 pm	South Aukstone Academy, Humber Road, Doncaster DN11 9LJ	<input type="checkbox"/>	<input type="checkbox"/>

Name: _____ Contact no: _____
 Name: _____ Contact no: _____
 Name: _____ Contact no: _____
 Name: _____ Contact no: _____

Please return this slip to: Lesley Scott-Lester, HRM Clerk, Humber House, South Lincolnshire or by email: lesley.scott-lester@nlincoln.gov.uk or by telephone 01774 207146 to book your place.

Again, sessions were held at a variety of venues and times across North Lincolnshire to enable as many parents and carers to attend as possible. Altogether, approximately 50 parents and carers attended and their views, along with those of other stakeholders were incorporated within the final report on local provision for complex needs.

**'I need to know' event with Contact a Family/DfE and Kaleidoscope
3rd December 2014 at the Wortley House Hotel.**

Senior LA Officers from North Lincolnshire LA attended this event which was focused on:

- What families need to know about the reforms for children and young people with special educational needs and disabilities
- Delegates were able to:
 - find out more about the new reforms
 - explore how these changes might affect them and their families
 - attend workshops to help them take part and participate in their child's assessment and planning.



North Lincolnshire Officers were invited to provide an overview of how the SEND reforms were being implemented in North Lincolnshire and share the Local Offer website to over 60 parents and carers who attended. They were also given the opportunity to provide feedback on their experiences of how the reforms were being implemented locally especially in relation to the transition from statements to EHC plans and the Local Offer.

Parents Involvement and Participation (PIP) Forum Annual conference – February 2015.



North Lincolnshire LA was invited to take part in this event attended by 80 parents and carers by providing input to the event, as well as organising representation from a wide range of services across education, health and care, so that parents and carers could gather information on services that offer support to their child and family.

The event was advertised as follows:

- This is an event day for parents and carers of children and young people with a disability or special need to hear about the work of the forum. Committee members have been working hard with local professional partners to shape and influence services in North Lincolnshire. The forum aims to improve all aspects of the lives of disabled children and their families.

As a result of the tremendous success of this event the PIP Forum and the LA subsequently analysed the evaluations

from this event and used the findings to co-plan a joint event to take place on the 13th November 2015, details of which are available on the Local Offer website and will be published in detail in next year's annual report.

Short breaks for disabled children – Stakeholder consultation

The first of a series of stakeholder events was held on Wednesday 5 August at the Baths Hall in Scunthorpe. The event was open to parents and carers of disabled children, private providers and representatives from services across the council who have an interest in shaping the future of short breaks.

49 parents and 17 providers came together to explore the short break needs of disabled children and their families in North Lincolnshire. The event was a joint venture between the Integrated Service for Disabled Children and the Commissioning Team and consisted of a number of presentations including an overview of the current short break services and the short breaks population.

Attendees were involved in a number of table-top discussions and networking opportunities - all to the sound of the children and young people whose morning was occupied by a team of circus skills entertainers and musicians. The event will be followed up by wider consultation with children and young people and a questionnaire to capture the widest possible audience.

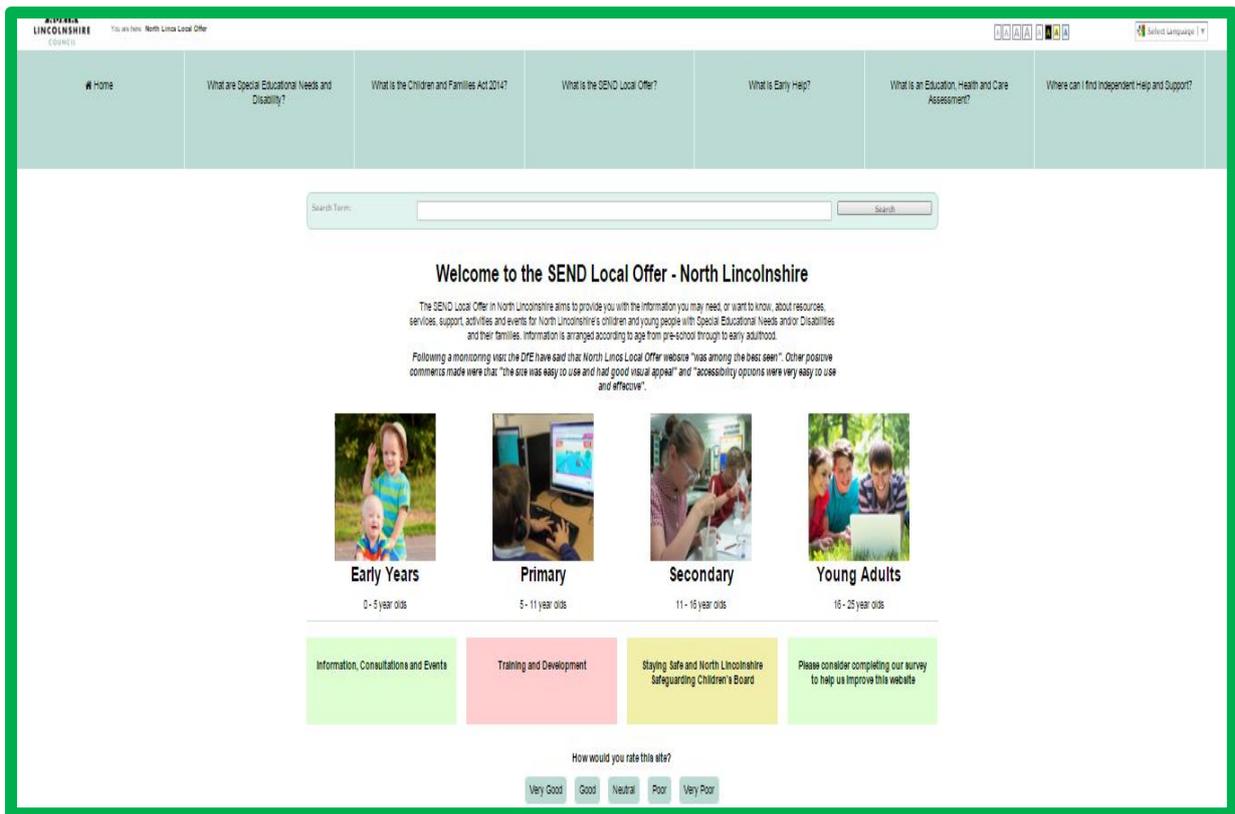
Using key themes which came out of the initial event wider consultation has taken place with three key groups:

- Those who have registered for short breaks but have not taken them up in the previous twelve months in order to determine what the barriers are to accessing this provision
- Young people 16 + to capture their specific views in respect of how they would like future short break activities to be shaped for this age group.
- Parent carers of children 10 and under and their children.

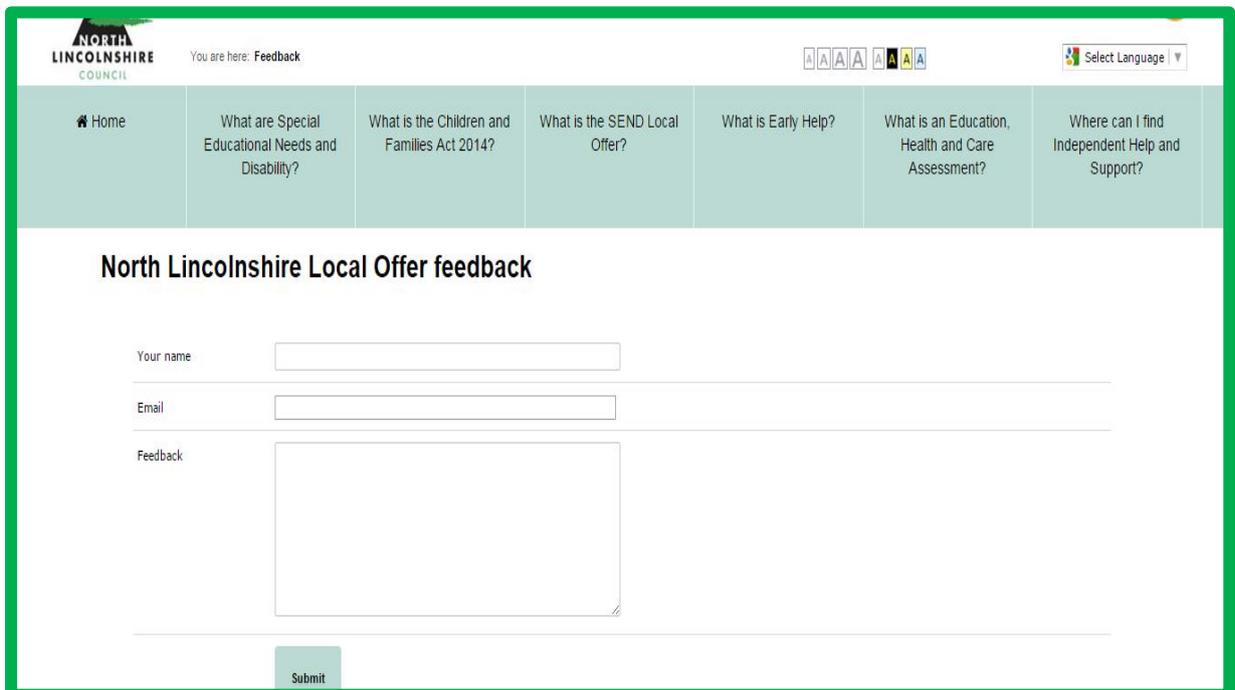
Feedback from the consultation will be available to read in the Short Breaks Information Statement from February 2016 and on the local offer website. The consultation

LOCAL OFFER QUESTIONNAIRES

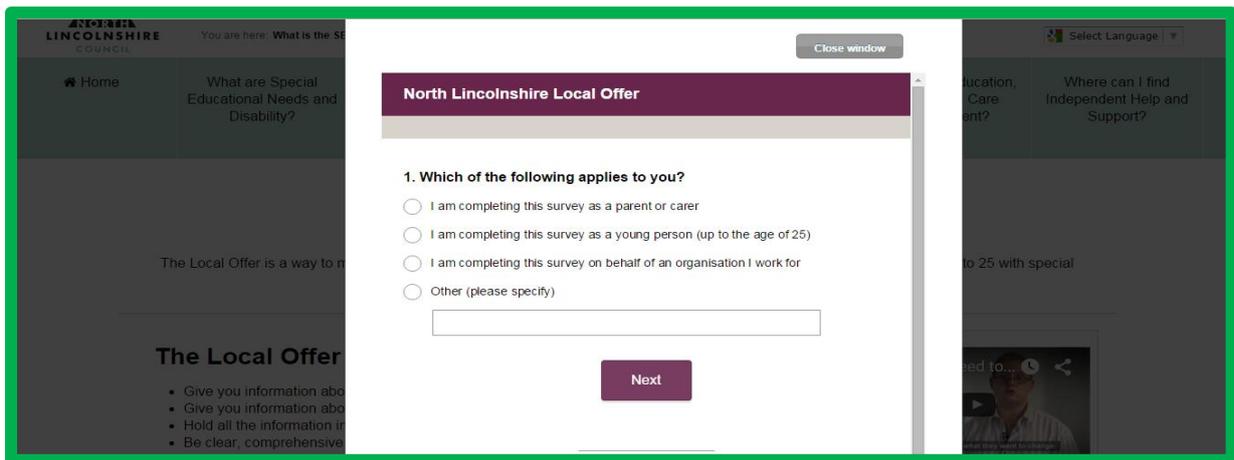
North Lincolnshire Local Authority also provides the opportunity for stakeholders, parents and carers and young people to provide feedback through the Local Offer website. They are able to provide instant feedback through the ratings option which is displayed on the home page at the bottom. .



When an option on feedback is clicked an opportunity to provide more detailed feedback by including comments appears automatically.



In addition, there is a detailed Local Offer survey that can be completed. Again the option to complete this is given on the Home page of the Local Offer website by clicking on the pale green box on the button right hand side. By clicking on this box the Local Offer survey appears as follows:



ANNUAL LOCAL OFFER QUESTIONNAIRE FOR

- PARENTS AND CARERS
- YOUNG PEOPLE

An annual Local Offer questionnaire was sent to all parents and carers of children with either a statement or Education, Health and Care plan at the end of the summer term to get their views on the Local Offer. A similar questionnaire, but personalised, was sent to young people. Both questionnaires were also available to complete online on the Local Offer website for those who wished to do this electronically and open to those who had SEN Support needs as well. Both questionnaires were publicised in schools and early year's settings to encourage a good return. Altogether 40 parent/carers and 13 young people questionnaires were completed and returned. The findings of which are detailed in the 'You said. We did' section later in the report.

- Other ways in which services consult and elicit feedback.

In addition to the above examples of consultation events that took place to elicit views and feedback, a number of other ongoing activities also took place:

- Informal information session on the Local Offer with parents and carers of children and people with Autism in partnership with the Autism Team at Parkwood Primary in the Autism Resource Base
- Dedicated sessions delivered by the Principal Officer for Vulnerable Services for Governors
- Dedicated sessions delivered to newly appointed Heads by Senior Officers on the SEND reforms, including the Local Offer
- Regular sessions with SENCOs through termly network meetings and ongoing work in target schools and educational settings
- **Changing Places consultation** which although is wider than provision for just children and young people enabled young people to contribute to this consultation. 'Changing Places' toilets are large rooms with special equipment to help toilet and change people with severe physical disabilities so that they can participate more fully in community life. Equipment in a

'Changing Places' toilet include: an adult sized changing bench, hoist and centrally located toilet. Questions were asked to work out where, in North Lincolnshire, that 'Changing Places' toilets would be most helpful, as well as any further comments regarding toilet facilities for disabled people. The consultation took place in June 2015 and was shared on the Local Offer website.

- **Opening Doors Project:** The project is part of North Lincolnshire Council's endeavour to put disabled children and young people at the heart of local activity. The project is delivered by a small group of young people with a range of disabilities, supported by Voluntary Action North Lincolnshire and the Integrated Service for Disabled Children. The young people volunteer their time in the role of "Mystery Shopper" to evaluate services and venues they may be using themselves against an agreed set of standards of disability awareness, accessibility and inclusion. Venues are awarded a bronze, silver or gold award with the opportunity to enter into a plan for improvement to gain a higher award. Throughout the last 12 months the young people from the project have continued their commitment to making local venues and services across North Lincolnshire as accessible as possible. The project held its second award ceremony in December 2014. Ten awards were presented to local venues including council venues for their disability awareness, accessibility and inclusion. Young people involved in the project gave feedback of their observations of the venues including their recommendations for improvements. On this occasion seven venues received the Bronze Award and four venues who engaged with the young people became the proud owners of the Silver Award.
- **Accessibility Strategy 2015-2017.** Due to the considerable changes taking place as a result of the SEND reforms, the LA, therefore, used this as an opportunity to refresh our Accessibility Strategy to make sure it is closely aligned to the changes that are taking place. This was done in conjunction to the '**Supporting pupils with medical conditions – policy and procedure**'.
- **Transition Plan – Moving from Statements to Education, Health and Care (EHC) plans.** North Lincolnshire LA received guidance on transitional arrangements from the Department for Education (DfE), which sets out how the legislation relating to children and young people with special educational needs (SEN) will operate between 1st September 2015 and 31st March 2018. The guidance required us to consult with parents, young people and professionals to develop a local plan setting out the order in which children and young people with statements and LDAs will transfer to the new system. The consultation was open until 31st August 2015. The Transition Plan provided further information on our proposals for transferring from Statements to Education, Health and Care (EHC) plans in North Lincolnshire.

In addition, there is the expectation that all LA Services which deliver provision for children and young people with special educational needs and disabilities consult directly with their parents & carers and students who use their services. Details of how they consult and the feedback they have received and the actions they have taken to fill gaps and improve provision is published on the Local Offer website under their particular service details in the 'You said, We did' format.

'YOU SAID, WE DID'

The consultation events highlighted already in this report, both formal and informal and the Local Offer questionnaires and surveys have provided us with a wealth of information and feedback which we value tremendously. This enables us to continue to shape the Local Offer so that it meets the needs of our families and users.

We know that this is an evolving process, so please do continue to share your experiences with us, as we welcome feedback to further make improvements throughout this year.

Throughout the last academic year from 1st September 2014 to 31st August 2015 we made the following improvements and changes based on the feedback we have received. Please note that these are not necessarily in order of priority.

- ❖ Included videos to the main information pages so that there was an option for those who do not like reading text to access this information in another format. This included videos suitable for young people where possible.
- ❖ Using photographs of local people rather than those commercially produced giving the Local Offer a more realistic and local feel. There was an overwhelming preference to use photographs rather than cartoons on the website at all consultation events.
- ❖ Adding colour to the Local Offer website to make it more attractive and give it visual appeal
- ❖ Adding a significantly improved and more effective search bar to help find key information quickly. The results can also now be sorted alphabetically as well.
- ❖ Adding a filter search so that provision can be easily found by geographical areas within North Lincolnshire.
- ❖ Adding Browse Aloud to enable additional features to be added to aid accessibility, especially the facility to hear the text being read to the listener. This enables the Local Offer website to be more accessible for visually impaired users and / or to assist users, as already mentioned, with reading.
- ❖ Creating easy access options from the Home page so that events, consultations and information could be easily accessed in one place but with different tabs.
- ❖ Adding a SEND Glossary of terms so that users can quickly find out what terms and abbreviations mean even though we have tried to minimise the use of abbreviations.
- ❖ Adding further information and contact details of Special Educational Needs and Disability organisations

- ❖ Providing guidance to schools and educational settings on what the requirements are for them with regards to the Local Offer e.g. in relation to School's SEN policy and SEN Information Reports etc.
- ❖ Links to neighbouring Local Authorities Local Offer's as many local families access services just across North Lincolnshire's boundaries.
- ❖ Providing links to useful websites for parents and carers on the SEND reforms
- ❖ Creating a direct link to the Local Offer questionnaire on to the Home Page. A Local Offer questionnaire was available on the Local Offer pages but this was not easily found so this has been moved to the Home Page.
- ❖ Removing the Home page button, which was separate and at the top of the page but not easily found. It is now incorporated in to the tabs at the top on the main home page.
- ❖ Providing an APP for both iPhones and Android mobiles so that the Local Offer can easily be accessed on a variety of devices.
- ❖ Adding an events tab so that users can easily find details of forthcoming and past events.
- ❖ Creating a training and development section accessible from the Home page so that professionals can easily access dates and times of meetings, as well as specialist training materials to support professional development or good practice in educational settings. Parents can also access these materials should they wish to as there are no restrictions on their accessibility. Examples of materials available to download are Behaviour Toolkit, Autism Spectrum Education, EHC plans and the graduated approach and Disability Matters which is a suite of e-learning materials. It is envisaged that these will be added to over time.
- ❖ Arranging consultation events in a variety of venues and at different times to ensure that parents and carers are able to have the flexibility and convenience to attend at a time suitable for them.
- ❖ Enhancing the section on 'Where can I find Independent Support, Help and Support?' in to three subsections. This has enabled considerable improvements to be made so that SENDIASS now has its own section with a considerable amount of information now held centrally and available to download, including easy read versions.
- ❖ Adding an 'Education Resources for schools and providers section' which includes guidance and associated documentation for schools in a central place on the EHC page on the process for transferring to an EHC plan. This now means that all these resources are easily accessible in one central place.
- ❖ Generally more information has been added over the course of the year ensuring that all the requirements on the Local Offer, as a result of the Children and Families Act 2014

and its associated regulations, for the Local Authority are now met e.g. Accessibility Strategy and information on Personal Budgets etc.

RESULTS OF THE ANNUAL LOCAL OFFER QUESTIONNAIRE

YOUR COMMENTS AND OUR ANSWERS

An annual Local Offer questionnaire was sent to all parents and carers of children with either a statement or Education, Health and Care plan at the end of the summer term to get their views on the Local Offer. A similar questionnaire but personalised questionnaire was sent to young people. Both surveys were also available to complete online on the Local Offer website for those who wished to do this electronically or if they have SEN Support needs. Both questionnaires were also publicised in schools, children's centres and early year's settings to encourage a good return. Altogether 40 questionnaires were completed and returned by parents and carers and 13 questionnaires by young people. A summary of findings of the Parent and Carer Local Offer questionnaire and a summary of findings of the Young Person's Local Offer questionnaire are available on request. They provide further details with some information redacted where it may have been possible to identify individuals who have responded. We received a number of comments through the questionnaires. We value all comments received and endeavour to action areas that have been highlighted to us. These comments have been collated and we have provided answers as to how we have responded to the comments below.

Many parents & carers and young people still do not know about the Local Offer website

Your comment: In response to a number of questions to the Local Offer questionnaire it is evident that quite a few families and young people still did not know what the Local Offer was or how they could access it.

Our response: Since September 2015 we have produced Local Offer leaflets and posters providing information on North Lincolnshire's Local Offer and how to access it. The leaflets have been posted directly to all parents and carers with child with a statement or Education, Health and Care plan. In October, Kaleidoscope also posted the leaflet to all parents and carers on their register on our behalf. We have also liaised with our Health and Care partners and arranged for leaflets and posters to be available for families to take away from hospitals in and around North Lincolnshire, GPs surgeries, dentists, pharmacists etc. In addition, copies of both have also been sent to all educational settings, early years settings, children's centres and colleges. Banners and a presentation on the Local Offer have also been produced which are now displayed at both Hewson House and the Learning Development Centre and will be used at other North Lincolnshire venues on a rotating basis. Leaflets and posters have also been sent to libraries and other council venues which are used by general members of the public. We will also continue to identify suitable venues and ways for the Local Offer to be publicised and are open to suggestions as to how we can get a wider reach.

Feedback on the Local Offer website and suggestions for improvement

Your comment: The questionnaires revealed a high positive response rate to the questions 'Name three things you like about the Local Offer website' and 'Have you been able to find the information you need?'.

Examples of positive comments received about what parents & carers and young people liked about the Local Offer website included:

- 'Easy to use', 'Easy to navigate', 'User friendly', 'Easy language', 'set out clearly', 'easy to navigate', 'I like the way the website has been set out', 'The images make it look attractive and eye catching', 'Design', 'Bright', 'The images make it look attractive and eye catching', 'Helpful'
- 'It helps start families at a young age'
- 'Divided into age groups', 'Age groups separated'
- 'Very useful information', 'Amount of information', 'Pictures to go with titles', 'Information seems concise', 'That each page or areas are separated out into each group', 'Layout', 'Lots of information', 'It has used language I understand', 'has contact listings'
- 'Plenty of activities', 'lot of support for special educational needs children', 'To look at - find out going places if I want to go,'
- 'Available 24/7', 'Help with events or concerns'

Our response: Quite a few also highlighted that they were not aware of the Local Offer which has been addressed in response to the first comment.

Overall, 63% of parents completing the questionnaire were able to find the information they need and a further 73% did not have any suggestions for how the information could be improved. Young people were even more positive with 82% stating that they were able to find the information they needed.

Interestingly, other comments focused on information such as that for short breaks not being included. However, this is on the Local Offer website but highlights to us how we need to make this more accessible and easier to find for parents. One young person wanted information on 'holidays everywhere'! Although, there were no students who made any suggestions for improving the Local Offer, one commented that they would like to know where they can get a Saturday job.

A very good suggestion was also made for schools to send out a text to parents to let them know about the Local Offer, the feasibility of which is being looked into.

Gaps in provision for children and young people with special educational needs and/or disability

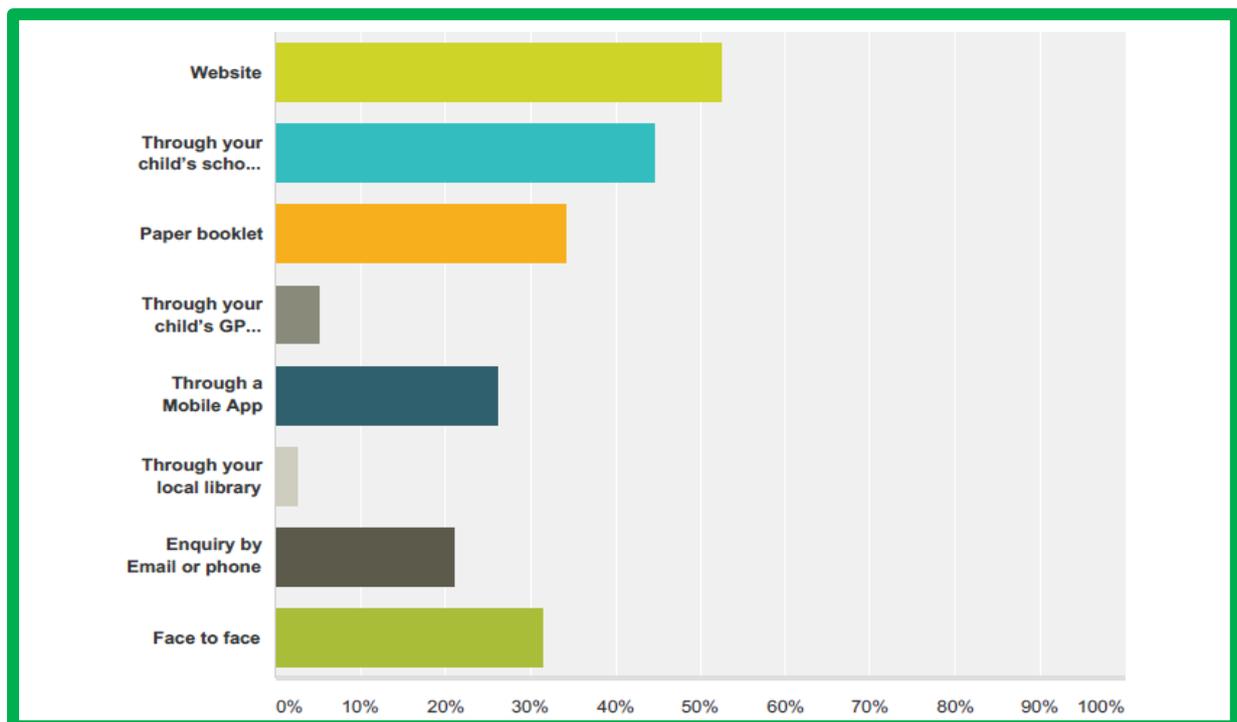
Your response: 54% of the 26 parents and carers who responded felt that there were gaps in provision. Many of the comments were in relation to activities available for children and young people with specific special educational needs or in a particular area outside of Scunthorpe. 46% of the 13 young people who responded felt that there were gaps in provision with comments suggesting that these largely related to leisure or sport activities as they felt that the current activities were either for much younger people or adults.

Our response: We are looking into the comments received and discussing how provision can be improved and possibly fill gaps with key partners highlighted through the questionnaire, bearing in mind the current austerity measures that council and voluntary services may be subject to. In relation to lack of leisure and sport activities for younger people we are also discussing the range of activities that are currently provided to see what can be done to ensure younger people in the 14-18 age range can take part in too.

Access to the Local Offer website through the internet and other means

Your response: 95% of parents have access to the internet at home and a further 5% have access at work. Only 2 parents responding did not have access to the internet at home. 75% access the internet through a PC, 39% through a tablet and 70% through a mobile phone. One parent also stated that they would like to access the Local Offer website through the library. 100% of young people who responded had access to the internet at home, although one stated they would like to access the Local Offer at school or the library as well. A similar percentage of young people to parents and carers accessed the internet through their PC, Tablet and mobile phone

Parents would like to access the Local Offer through a variety of means, including through schools, GPs surgeries and via a paper booklet. The feedback was similar for young people too with the exception that a higher percentage would like to access the Local Offer via college or school and none reported through their GP.



Our response: Considering the high percentage of parents and carers who have access to the internet, especially through mobile phones and other devices as well as PCs, we commissioned and now have a Local Offer APP available for both iPhones and Android devices which makes it more accessible. Bearing in mind the fact that many parents are still not aware of the Local Offer website we will be publicising the availability of the APP so that users can take advantage of this additional feature. Libraries and other council venues will

also be informed of the availability of the APP and asked to support access to the Local Offer through their own facilities. We will also continue our work with other partners such as schools and health providers to support access to the Local Offer in a way that is preferred by parents. Some parents asked for paper copies to be made available. We can provide printed copies of relevant services or information via the special educational needs team SEND Team, Hewson House, Station Road, Brigg, DN20 8X. Telephone 01724 277665 or by e-mail special.needssection@northlincs.gov.uk Additionally, families may wish to get independent support and advice on the Local Offer from either SENDIASS or Kaleidoscope:

SENDIASS

Hewson House,
Station Road,
Brigg.
DN20 8XJ
Telephone: 01724 277665
Email: help@nlsendiass.org.uk

Kaleidoscope

Dunstall Street
Scunthorpe
DN15 6JZ
Telephone: 01724 277766
Email: nek@actionforchildren.org.uk

Questions or comments for nurseries, schools and colleges or other educational settings

Your comments: The vast majority of comments in relation to educational provision were positive such as:

- 'I'm very happy with the current school my child goes'
- 'My son had a fantastic year in the nursery class of his primary school and the support has been amazing'.
- 'X School - v. easily accessible SEN Statement on their website'.
- 'Our local school did send a note home with the website link.'
- 'The setting at my son's school is great and organised very well'.
- 'Yes, school are very helpful'.

However, there were a few not so positive experiences for individual families

- 'Not been made aware from school. My experience with school is you have to fight for anything you want for your child if they fall into the SEN. I don't have any questions as X @ parent partnership has been fantastic in helping me with things that school have failed to do'
- 'The mainstream school X was attending treated my son very differently to all other kids even those with greater needs than my son. Yet my son is kicked out and now at X.'

- ‘Mainstream school need to get more support in with SEN children. More flyer to be put out re children with disability and the help they can get.’

There were no comments received from young people for their schools or colleges.

Our response: Both positive feedback and as well as individual cases where experiences have not been so positive are being fed back to the particular educational setting and the relevant service.

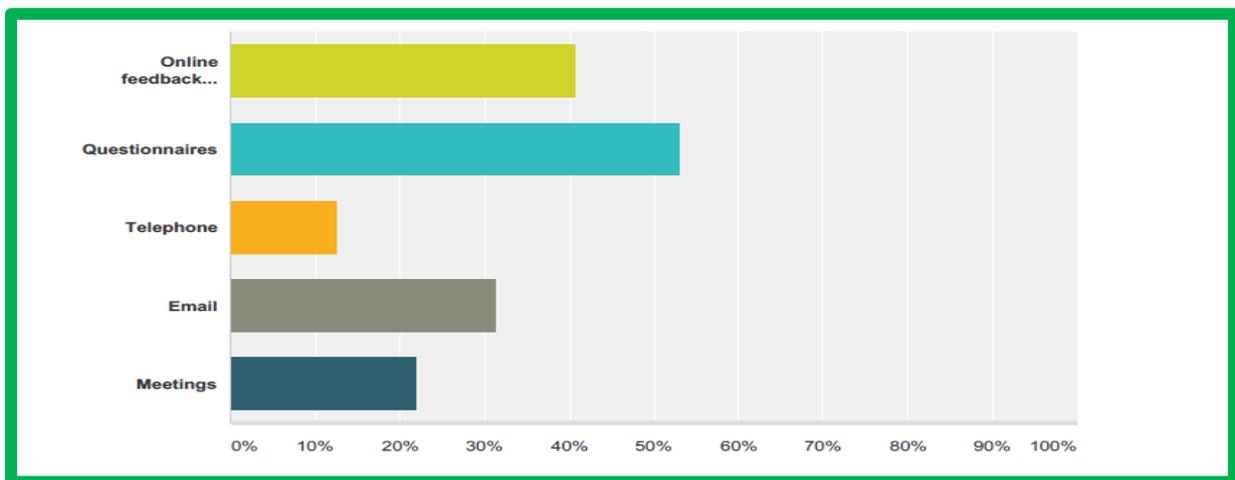
‘Do you have any questions or comments for specialist services (e.g. Speech and Language Therapy, Education Psychology). Please clearly state which service your question or comment is for.’

Your response: 14 parents responded to this question and gave quite detailed feedback compared to any of the other questions. Of these 3 questions and comments were for Speech and Language Therapy, 2 for Education Psychology, 1 for Physiotherapy and 1 for CAMHS. The remaining stated there were no comments or not applicable. Young people did not give any comments either.

Our response: Since the comments and questions are very specific to individual cases these are going to be forwarded to the services directly to follow up and action.

‘Local authorities will be required to publish and respond to comments on their Local Offer. What method(s) would you prefer to use to give us feedback on the Local Offer (both on the quality of information, and the quality of services)?’

Your response: 37 parents/carers responded to this question and cited a preference for variety of methods to provide feedback. Feedback from young people was also remarkably similar with a slightly lower percentage stating they prefer questionnaires. These are as follows:



Our response: We will continue to use a variety of methods as cited above to get feedback from as many parents and carers as possible. We aim to get a higher number of returns through the online feedback and questionnaires in future as more parents and carers become familiar with the Local Offer.

We actively encourage feedback and comments on our Local Offer either via the Local Offer website www.northlincslocaloffer.com or by contacting the Special Education Needs special.needssection@northlincs.gov.uk

