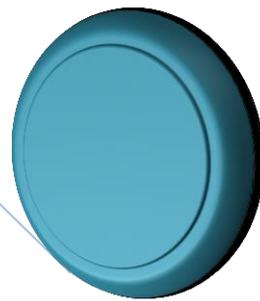




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NORTH LINCOLNSHIRE LOCAL OFFER CONSULTATION AND FEEDBACK SECOND ANNUAL REPORT 2015-2016 'YOU SAID, WE DID'

This second annual report provides detailed information on how North Lincolnshire Local Authority has consulted and sought the views 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 fully accessible changing facilities at Normandy Hall as well as hosting a number of joint conferences and events for parents and carers.

Over the past few years as the Children and Families Act 2014 and the new SEND Code of Practice has been implemented locally we have jointly worked with colleagues in Virtual School and Inclusion Services to co-produce a number of events building on our effective partnership working last year, details of which are provided in this report. Joint evaluations of feedback from these events have been used to identify key areas for development. This joint working has further enhanced our positive relationship with the LA with a focus on improving outcomes for children and young people with SEND and being a champion for families.

We are thrilled to have such a strong and positive working relationship with the LA, and are looking forward to building on our joint work this forthcoming academic year.



NORTH LINCOLNSHIRE LOCAL OFFER

CONSULTATION AND FEEDBACK SECOND ANNUAL REPORT

'YOU SAID, WE DID'

INTRODUCTION

This second 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 second report sets out how we have done this for the past year 2015 - 2016 building on the work that was undertaken during 2014-2015.

As you read through we hope that you will note the key strengths from this report:

- Our commitment to ensuring equity and excellence for all, especially our children and young people with special educational needs and disabilities. Our Children and Young People's Plan 2016-2020 has just been refreshed and one of our key partnership ambitions is to ensure that our vulnerable children achieve outstanding outcomes because we want all our children, including those with special educational needs and disabilities to feel safe and are safe, enjoy good health & emotional wellbeing and recognise & achieve their potential. As part of this commitment we

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).

want all our children and young people to receive the right service, at the right time in the right place.

- The strong and effective partnership working the LA has with our key partners which we feel is essential to implement the SEND reforms locally. At the core of this, is of course, our partnership working with our families of children with special educational needs and disabilities which is formalised by our strong partnership working with the PIP Forum with a focus on improving outcomes. In addition, we work very closely with our social care and health colleagues, as well as a range of many other partners across the council including those in the voluntary and community sector and schools. These partnerships are primarily conducted through our termly meetings at the SEND Children and Young People Partnership and the Education Inclusion Partnership meetings with work on going at the point of delivery with relevant services working closely together to deliver high quality services.
- The range of consultation events and methods we use to engage and further improve the Local Offer for our families. Many of these activities are co-produced with parents and carers, particularly the PIP Forum, as well as our young people. The reason for this is to widen our reach.

In our endeavour for continuous improvement we will be using the findings from this report to further refine and improve our provision and services locally for children and young people with special educational needs for this forthcoming year.

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, 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 also been attended by professionals. Examples of such consultation events that have been facilitated by the Local Authority (LA) in the academic year 2015-2016 include:

SEND PARENTS AND CARERS CONFERENCE IN NOVEMBER 2015

This conference was jointly co-produced with the PIP Forum and was based on an analysis of the evaluations and feedback received from parents following the Parent's Involvement and Participation (PIP) Forum Annual conference – February 2015 (see Annual report 2014-2015 for further details).



✚ The key identified areas requested by parents and carers was to focus on transition across educational phases (early years to primary, primary to secondary and secondary to preparing for adulthood) and to enable children and young people an opportunity to voice their views which would be used to shape provision locally. Details of the programme and slides are provided on the Local Offer website <http://www.northlincslocaloffer.com/s4s/Wherelive/Council?pagelid=836>

✚ The conference was also an opportunity to update parent and carers on the progress and developments locally, as well as nationally, which was provided by Dr Charlie Palmer from the DfE followed by a Question and Answer session enabling parents to raise issues and get responses with a comprehensive market stall being held over an extended lunch time.

Overall, approximately 100 attended the event and the feedback from the day consisted of the following:

Key areas identified as successful parts of the day:

- *Parents felt the conference was very well organised. They felt valued and listened to*
- *The workshops particularly having the chance to discuss issues and how we could achieve better and the opportunity to speak to professionals*
- *The input and talks from young people were fab and inspirational and their views and experiences were rightly seen as being so important.*
- *Market place, especially the range of services available in one place with the opportunity to register with agencies or services*
- *Workshops and opportunity to speak to a diverse range of professionals*
- *Overview of the reforms nationally and locally was found to be very helpful*
- *Q & A Panel*



Areas for Development

- *Longer workshops*
- *Some parents and carers found it hard to comment on EHC plans when their child's has not been transferred*
- *More time in the Market Place*
- *Need more information and focus on health and care*
- *Information on further education and school support*
- *Possibly more time for questions. Perspective from social care health trusts*
- *More time for one to one consultation*
- *Not much, if any information regarding mental health*

All these areas for development have been taken on board and were either incorporated into ongoing events for parents over the year with some that are specifically related to the annual conference will be included in next year's annual conference for parents and carers in November 2016.



Any other comments:

- *The day has been helpful and informative – good to meet up with other parents*
- *Marketplace was useful for information*
- *Excellent day – very pleased I came as never attended this kind of event before unless work related – found some very useful info as a mum! Thank You!*
- *D seems very driven and very motivated to get the best for our children*
- *I've never been to the Learning Centre before but found it a warm and vibrant place, helpful staff and hope to return. Resources are fantastic!*
- *Inspired by all the young speakers. My son would benefit by talking to J*
- *Do event again – v useful!*
- *Yes let's do it all again*
- *I'd like to thank all the speakers too. Everyone has worked so hard. Thank you*
- *I found this event very informative and reassuring*
- *Autism seems to be centred on a lot, but there are more complex needs*
- *More information re children that haven't got a statement but have a IEP/school action plus*
- *Young people to come and talk about their experiences*



✚ Yorkshire and Humber Region – Local Offer Peer Review - December 2015

North Lincolnshire LA took part in the Yorkshire and Humber Region Local Offer Peer review process on the 7th December 2015. As part of this process we were paired up with Wakefield LA as our partners. We, a team of LA officers, including a parent representative from the PIP Forum reviewed Wakefield LA Local Offer and were asked to complete a review sheet prior to the workshop session. Wakefield did the same for us and coincidentally they had commissioned the same contractor as us to build their Local Offer website. We then met face to face on the 7th December to go through our reviews and triangulate key strengths and areas for development.

Many key strengths were identified through this review process, as well as a few areas for improvement. The feedback proved very beneficial and as a result the peer review framework document has been updated 6 months later (August 2016) to show progress in following through areas for improvement. Copies of the updated document are available on request from the SEN Team (contact details are provided at the end of this report). Furthermore, it has been decided that a regular annual self-review of the Local Offer website will be undertaken by LA officers alongside parent and carer representatives to ensure that it is effective and up to date.

✚ Autism Awareness Month - Events took place across North Lincolnshire throughout April 2016

The aim of the month-long campaign was to raise awareness of autism and help create a community that better understands the condition and supports individuals living with autism. Our Autism Spectrum Education Team worked with our Adult Services team to ensure that the activities were open to the parents and carers as well as children and young people themselves.



Students at North Lindsey College created a special sculpture in honour of Autism Awareness Month and this was on display at various events throughout April, including the Humber Bridge walk on Saturday 23 April. Staff, volunteers, families, carers and those living with autism walked across the Humber Bridge, as we started to bring the month-long events to a close.

Other events that took place during April for Autism Awareness Month include the Great Autism Bake Off on 18 April, the Great Big Autism Quiz on 27 April and a special Parkrun on Saturday 9 April when runners are invited to wear blue for autism awareness.

All throughout April, as part of the 'Light it up Blue' campaign, buildings across our area were bathed in blue light to show their support for Autism Awareness Month. The Baths Hall, The Learning Development Centre and Magic Moments for Autistic Kids were all illuminated in blue at various times during the month. Everyone was able to join in with the conversation on twitter used the hashtag #NLAutismaware.



The council also launched an e-Learning course for staff to be able to find out more about autism and other related conditions. The course can be logged in as a guest on our Learning Lincs website at www.northlincs.learningpool.com and search for 'autism' and the Autism Awareness Page.

SEND Roadshows for Parents and Carers May 2016

These roadshow events were again co-produced with the PIP Forum and the key themes for them were a result of the findings from the Local Offer annual questionnaire from parents and carers, as well as the feedback received from the SEND conference for parents and carers held in November 2015. As a result the focus of the SEND Roadshows were on the following key areas:

- ❖ Getting the most out of North Lincolnshire's Local Offer with an opportunity to help shape it further.
- ❖ Finding out more about Education, Health and Care (EHC) Plans.
- ❖ Getting to know about North Lincolnshire's Parents' Involvement in Partnership (PIP) Forum and how you can get involved to ensure your views are heard.



Special Educational Needs and Disability (SEND) Roadshows for Parents and Carers

Join us for Tea/Coffee and cake at our next SEND roadshow.

These roadshow events will focus on:

- ❖ Getting the most out of North Lincolnshire's Local Offer with an opportunity to help shape it further.
- ❖ Finding out more about Education, Health and Care (EHC) Plans.
- ❖ Getting to know about North Lincolnshire's Parents' Involvement in Partnership (PIP) Forum and how you can get involved to ensure your views are heard.

You will also have the opportunity to ask questions about SEND changes that are taking place and network with other parents and carers.

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

Please complete the slip below indicating which session you would like to attend. Please note all bookings should be made by **Friday, 14th April 2016 at the latest.**

Date	Time	Venue	Tick box for session you wish to attend	Numbers attending
Wednesday, 4 th May 2016	10.30 am – 12.00 noon	The Rapids, Walkin Road, Barton upon Humber, North Lincolnshire, DN15 5JT	<input type="checkbox"/>	
Thursday, 5 th May 2016	9.45 am – 11.45 am	Learning Development Centre, South Lays Campus, Scaresby Road, Southhorpe, DN17 2JL	<input type="checkbox"/>	
Thursday, 5 th May 2016	12.30 pm – 2.30 pm	Learning Development Centre, South Lays Campus, Scaresby Road, Southhorpe, DN17 2JL	<input type="checkbox"/>	

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

Please return this slip to sp@northlincs.gov.uk on: _____

SEND Team, Education Division, North Lincolnshire Council, Hewson House, Sgpps, DN20 5SD




Parents and carers attending also had the opportunity to ask questions about the SEND changes that are taking place and network with others attending.

The SEND Roadshows were held at different venues and times to ensure that there was plenty of flexibility to accommodate needs. Altogether approximately 35 parents and carers attended the events.

Summary feedback from the three SEND Roadshows were as follows:

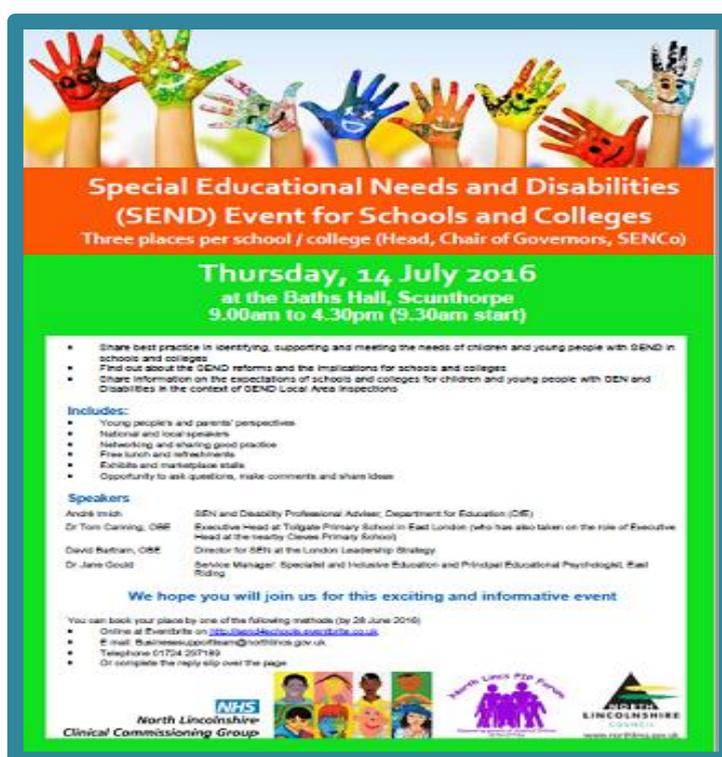
What went well? (actual quotes)	Even better if... (actual quotes)
Roadshow 1 – Barton (morning)	Roadshow 1- Barton (morning)
<ul style="list-style-type: none"> • <i>Even though I have not used the website for the local offer, I am impressed with the layout and information that is on there, and will</i> 	<ul style="list-style-type: none"> • <i>Information on Max cards</i> • <i>Roadshows/info is shared with health professionals so they can attend which they could then pass onto</i>

<ul style="list-style-type: none"> <i>definitely be looking at in the future.</i> <i>Didn't realise how comprehensive the website was as am not an internet user as such.</i> <i>Felt listened to. Presenters were approachable.</i> <i>I found out new info in relation to PIP and the local offer – Thank You.</i> <i>Information really useful.</i> <i>Q and A and signposting very useful.</i> <i>Liked the length of time. Two hours just long enough.</i> <i>Good feedback, like small often, workshops – up to date info.</i> <i>Good information liked the 'taking through the website'.</i> 	<p><i>families/signpost families.</i></p> <ul style="list-style-type: none"> <i>I have never used the website for the local offer, I wasn't aware of the website. I shall be downloading the website on my phone. I'm unsure if my boy is getting the best from his school I'm working with sendias but this website will help me understand things little better.</i> <i>ASET team could have attended and other representatives from other teams.</i>
Roadshow 2 – Scunthorpe (morning)	Roadshow 2 – Scunthorpe (morning)
<ul style="list-style-type: none"> <i>Great information on health and care plan. Will be of great help to access what my child really needs – Thank You.</i> <i>I needed to understand more about the process of EHCP – which I have achieved through this event.</i> <i>I found this meeting so informative, me and my daughter (re:- my grandson) will be taking all this info further, for advice and hopefully more help with S – Thanks</i> <i>Informative for parents and foster carers very good.</i> <i>Thanks – Like being kept up to date with new policy and developments locally and nationally. Taken away a few good ideas to assist us when we complete his EHCP in 2018. Also will look at the local offer on line.</i> 	<ul style="list-style-type: none"> <i>The information that I've learnt today.</i> <i>Representatives could attend of :- ASET</i> <i>An SEN leader at a senior school or a primary school.</i> <i>Please could we have more diversity education in senior schools they are in dire need. SEN children are vulnerable in bigger environments, also their siblings suffer by association, and children need to be taught about difference and how society is richer by having many different abilities contributing.</i> <i>Children could be 'captured' at year 7 and have diversity programmes delivered, this is my vision.</i>
Roadshow 3 – Scunthorpe (afternoon)	Roadshow 3 – Scunthorpe (afternoon)
<ul style="list-style-type: none"> <i>Details about the website were informative and very helpful.</i> <i>Each speaker spoke well regarding their information.</i> <i>Informative and provided direction on the local offer services.</i> <i>PIP- interested in the coffee session but for an afternoon session.</i> 	<ul style="list-style-type: none"> <i>Even better if other professionals could attend - Psychologists, medical, professionals, teaching, professionals.</i> <i>Even better if we could keep copy of plan for ourselves.</i>

- *Would have liked to retain a copy of the PEHCP for reference.*
- *Enjoyable, relaxed and informative.*
- *Good session, short, concise, specific, very good speakers.*
- *Informative session about health care plan – PIP*
- *Lots of information, most of it new.*

The feedback received from the SEND Roadshows along with the feedback from the SEND parent and carers conference held in November 2015 is being used to co – plan with PIP forum, our joint forthcoming second SEND parents and conference to be held on the 18th November 2016 as well as forthcoming activities for the new academic year.

🚩 SEND conference for schools and colleges – The Baths Hall, 14th July 2016



The SEND conference took place at Baths Hall on Thursday, 14th July 2016. More than 220 professionals across schools and colleges as well as services all came together to focus on three key aims:

- To share best practice in identifying, supporting and meeting the needs of children and young people with SEND in schools.
- To provide an overview of the SEND reforms and the implications for schools.
- To share information on the new SEND Local Area Inspections and the expectations on schools.

This conference built on the on-going consultation sessions that have been held over the past few years with parents and carers, as well as children and young people themselves and was based on feedback received in the 1st annual Local Offer questionnaire whereby some parents felt that schools needed to be kept abreast of developments so that they could be even more responsive to the needs of the children and young people with special educational needs and disability that they had in their schools.

This conference was aimed at Head teachers, Chair of Governors and SENCo's. Participants attending got an update of the how the SEND reforms were being updated locally in North Lincolnshire, as well as getting a national overview from Dr Andre Imich (SEN and Disability Professional Adviser, Department for Education). Dr Tom Canning OBE (Executive Head at Tollgate Primary School in East London and Executive Head Cleves Primary School) provided a compelling and powerful account of how he has implemented inclusive practices in his primary schools leading to high educational outcomes for pupils with special educational needs. Tara Harness (Children's Continuing Care Assessor and Interim Clinical Officer for SEND) provided an overview of Health and the SEND process and there was an overview of how the PIP Forum is working closely with the LA to ensure parent and carers were an integral partner in implementing the SEND reforms locally.

The afternoon started with another powerful and well received input from David Bartram OBE (Director for SEN at the London Leadership Strategy) outlining best practice for secondary drawing on his experience of Lampton School in London, which is 'outstanding' for all pupils and for special educational needs provision and practice as well. One of our local schools Brigg Primary provided a joint poignant and emotional input delivered by Joanna Milnes (SENCo) and Isabel Turkington (parent) of how young children with additional needs, in this case Downs Syndrome, are successfully being met within a mainstream primary school. Bearing in mind the new Local Area SEND inspection framework implemented from 1st May 2016 jointly by the Quality Care Commission (CQC) and Ofsted schools were also provided with details of what this meant for them by Dr Jane Gould (Service Manager: Specialist and Inclusive Education and Principal Educational Psychologist, East Riding) since East Riding has already been through a pilot inspection. This was followed by a Question and Answer panel to answer any questions raised by delegates. Throughout the day and especially for the extended lunch time there were a wide range of stallholders available in the market place to provide information on the services they provide as part of North Lincolnshire's Local Offer.

A highlight of the conference was the launching and showcasing of three animation videos on:

- The Local Offer
- SEN support
- Education, Health and Care (EHC) plans

These videos were co-produced by children and young people from a range of schools and colleges in North Lincolnshire. Further details of this specially commissioned project is provided later on in the report.

Copies of the programme and slides from the SEND conference for schools and colleges are available to view or download at

<http://www.northlincslocaloffer.com/s4s/WhereILive/Council?pagelD=836> :



Evaluations of the SEND conference for schools and colleges show that it was very well received and appreciated with summary comments as follows:

Successful parts of the day	Suggestions for Improvement
<ul style="list-style-type: none"> • <i>Inspirational key note speeches. This was reiterated by the majority of delegates.</i> • <i>Particularly enjoyed both keynote speeches and resources available online. Real life examples used and sharing of good practice.</i> • <i>Excellent conference for me to fully understand SEN code of practice and how local area meets SEN needs</i> • <i>Ofsted SEN LA inspection information</i> 	<ul style="list-style-type: none"> • <i>More audience participation and interaction</i> • <i>Longer for Q and A panel</i> • <i>Would have appreciated the opportunity to question Health colleagues.</i> • <i>The relationship between health and SEND – more time was needed to explain this in more depth</i> • <i>Would have been good to have more parents/young people</i>

<p><i>and guest speakers</i></p> <ul style="list-style-type: none"> • <i>The students involvement</i> • <i>Relevant information for SENCO role</i> • <i>Key note speakers raised some points that made me think about our practice in school</i> • <i>Speeches by SENCo and parent inspirational</i> • <i>Children participation, animation videos and key speakers</i> • <i>Ability to sit and reflect and to be inspired – all useful</i> • <i>All was very informative</i> • <i>Market Place stalls were good</i> 	<p><i>sharing their experiences of the EHCP processes</i></p>
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The areas for development are noted and feedback from this event will be used to plan our future activities and work with schools and colleges for this academic year.





✚ Speech and Language Therapy Consultation – Summer Term 2016

Speech and Language therapy services are jointly funded by the NHS and the LA. Funding is used flexibly to provide school based services which aim to:

- Ensure that children with specific speech and language difficulties continue to receive the support they need in the context of changes to the SEND legislation
- Intervene early and reduce the number of children who go on to need to EHC plans e.g. for personal, social and emotional needs.

As of April to July 2016 there are the following children and young people on the caseload in mainstream schools:

- 55 with a statement for Speech, Language and Communication needs (SLCN) or who have an EHC plan
- 331 who have significant SLCN who do not have a statement or EHC plan.

The service continues to cover all schools in North Lincolnshire using the combined resources from the Clinical Commissioning Group (CCG) and the LA to provide a school based service for all children.

North Lincolnshire Council has very recently consulted with

- parents and carers,
- children and young people
- and education providers

about the Speech and Language Therapy Service that is currently delivered in mainstream schools. The views of current service users are important in influencing the future of Speech and Language Therapy Services for children and young people and their families.

Altogether 25 responses have been received from parents and carers, 45 from children and young people and 13 from education providers.

Review of the speech and language toolkit consultation – summer term 2016

The Speech and Language Therapy Team have been consulting with schools on the 'Speech and Language Toolkit'. To find out how this resource can be developed and improved. A survey questionnaire was sent to all schools and returned by 16. This included 11 primary schools, 2 infant schools, 2 junior schools and 1 secondary. Of these 10 were SENCo's or a member of the senior team, 3 were Teaching Assistants with a specialist role in supporting speech and language and the remaining 3 had other specialist roles such as Inclusion manager or learning mentor.

Most of the respondents used the toolkit on a regular basis, with 7 using it every few weeks and 4 once or twice a term. This indicates that the toolkit is used for ongoing assessment and monitoring throughout the school year. 4 used it less frequently (once or twice a year) and one not at all as the member of staff stating they did not have a copy.

The feedback from schools suggests that they are using the toolkit and find it a valuable resource. They have made useful suggestions on how it can be updated and improved and the team will be 'refreshing' it over the summer and circulating the updated version this term. Further information on the findings of the review are available to read on the Local Offer website <http://www.northlincslocaloffer.com/SandLtoolkitreview>

Consultation on Moving from statements of SEN and Learning Difficulty Assessments to Education, Health and Care Plans– summer term 2016

We undertook our annual consultation on moving from statements of SEN and Learning Difficulty Assessments (LDAs) to Education, Health and Care (EHC) Plans over the summer term 2016. The Department for Education (DfE) provides guidance on transitional arrangements and legislation 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 requires 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 Transition Plan provides further information on our proposals for transferring from Statements to Education, Health and Care (EHC) plans in North Lincolnshire.

Short breaks for disabled children – Stakeholder consultation

Short breaks are for parents, carers and others with parental responsibility for disabled children and young people aged between 0 and 18-years-old. Short Breaks are opportunities for disabled children and young people to enjoy experiences beyond the family and which allow parents and carers to gain a valuable break from their caring responsibilities.

Short Breaks can take the form of:

- Daytime Care in the community
- Daytime Care in the Home
- Individualised Short Breaks

- Overnight in the Home

The Council is committed to working collaboratively with stakeholders to transform and develop services for disabled children and young people within North Lincolnshire. One of the ways we aim to do this is by providing Short Breaks of the highest quality that meet the identified needs of the individual children and young people. We want to continue to ensure that children, young people and families remain at the heart of everything that we do and we commission the *'Right Service for the Right People in the Right Place at the Right Time'*.

Short Breaks for disabled children and young people are being recommissioned because the current Short Breaks contracts are due to expire. We acknowledge that local need changes over time and that services need to be reviewed to ensure they continue to be appropriate and meet the needs of the population.

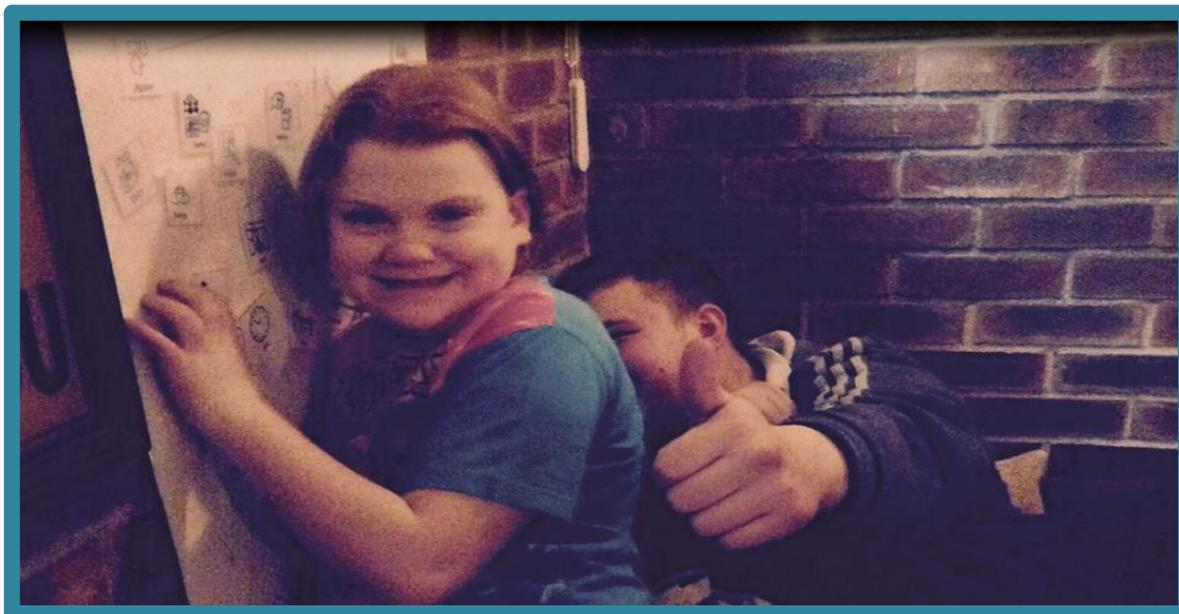


There are estimated to be approximately 2,000 disabled children and young people living in North Lincolnshire. There are 354 children and young people on the Short Breaks register as at 1st June 2016 of these approximately 70-80 access an individualised Short Break and 40-50 access Group-based Short Breaks on a monthly basis.

Following on from the stakeholder events of 2015, (Phase 1), details of which were provided in our last annual report, it was identified that a further round of consultation was required (Phase 2) with children and young people, preferably within the existing sessions and activities that they were already attending. In total there were 81 parents consulted, 17 providers and 13 children.

In June 2016 parents and carers were invited to attend the Baths Hall for an update and the outcome of the consultation. Parent and carers were shown a video which is available to view on the Local Offer website under the 'You Said, We did' annual Report for Short Breaks tab, <http://www.northlincslocaloffer.com/s4s/WhereILive/Council?pagelId=2008#715789bc->

[a702-4e56-a4e3-a4e201096542](#) which had involved children/young people engaged in their short breaks and showed them talking about the bits they enjoyed, what they would change and anything they didn't like. Children and young people were able to communicate their views in a variety of methods, including: conversations, Symbols (Pecs), drawings, activity sheets and through observation.



The feedback from both phases of consultation is directly influencing the future delivery of Short Breaks within North Lincolnshire. Parent/carers have all received a copy of the Short Breaks Consultation Feedback leaflet (You said, We did), 'What will it look like in the future?'

As a direct result of the consultation, consideration is being given to the viability of delivering group based short breaks 'in house' this will enable us to utilise existing resources to provide the variety of activities highlighted by young people and also integrate a 'buddy' programme to short breaks.

North Lincolnshire Play Scheme for Children with Complex Needs Summer 2016

The aim of the Play Scheme for children with complex needs is to provide a safe, high quality, enjoyable; child and young person focused Play Scheme for children and young people with complex needs.

Regular planning meetings were held with the Children's Disability Service, the school based healthcare staff and the Sport, Play and Community Development Officer to set up and staff the scheme.

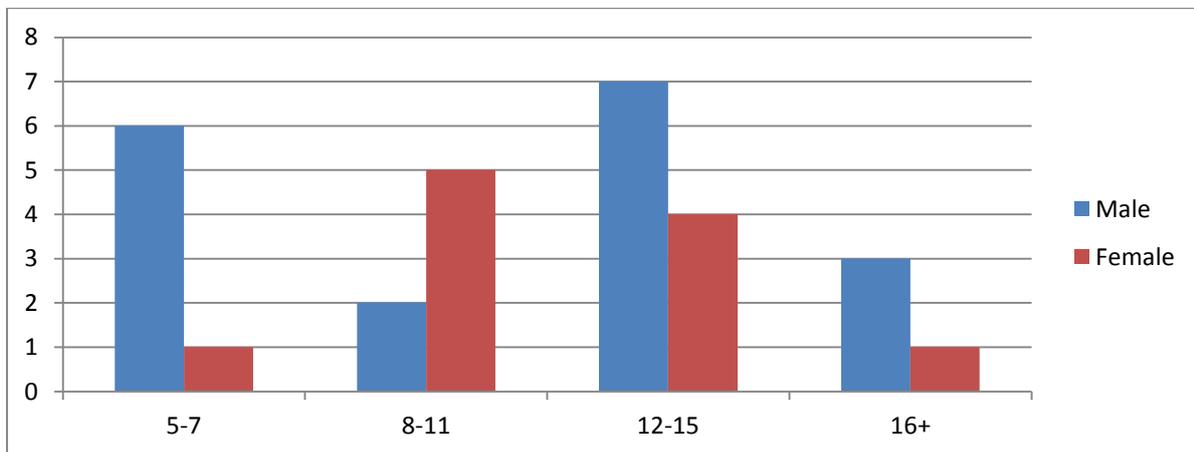
To improve the service provided a new staffing structure was put in place that added additional staff with a supervisory role and identified staff teams. Deputies and activity leaders were recruited from additional staff and new recruitment. Ten additional staff were recruited to replace staff who were not able to work over the summer and to support the new children. Additional staffing support came from existing Children's Links staff. In total 32 staff worked on the scheme.

A training/induction and planning session was held on Saturday 16th July 2016. Additional induction and training took place for all staff on Monday 25th July 2016. Children's Links revisited all risk assessments and ensured that the policies and procedures folder was up to date.

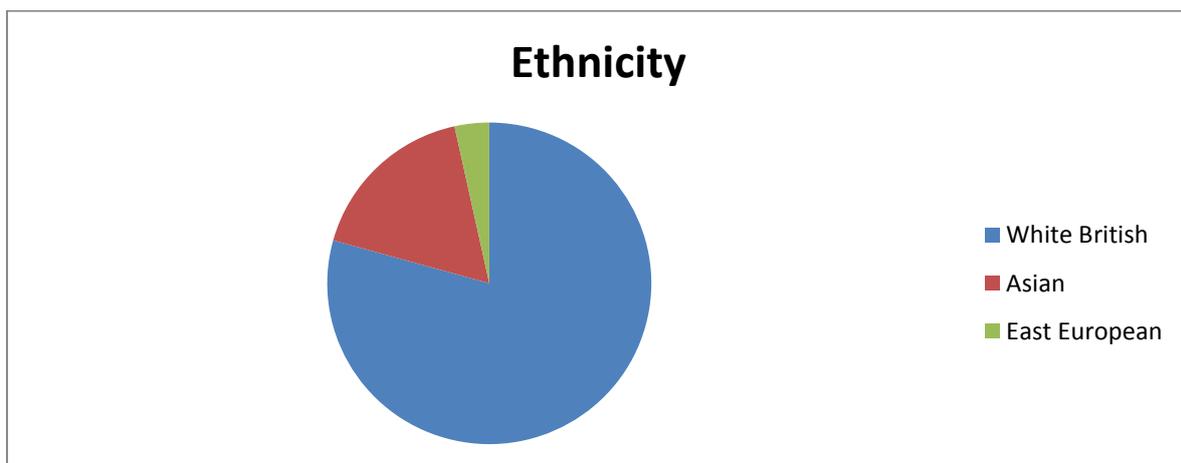
The 27 children identified were all invited. An additional 4 children were invited with their parents for a taster session. Three of those came for a taster session and arranged to come to the play scheme.

All the parents were contacted before the scheme to compile or update care plans and discuss the needs of the children. All families were offered a home visit by the Manager and one of the deputies. Where children had attended before families were sent a copy of the care plan before the visit. Those families whose children had attended before and didn't feel a home visit was needed completed a form to say they were happy with the information already given.

Age/gender



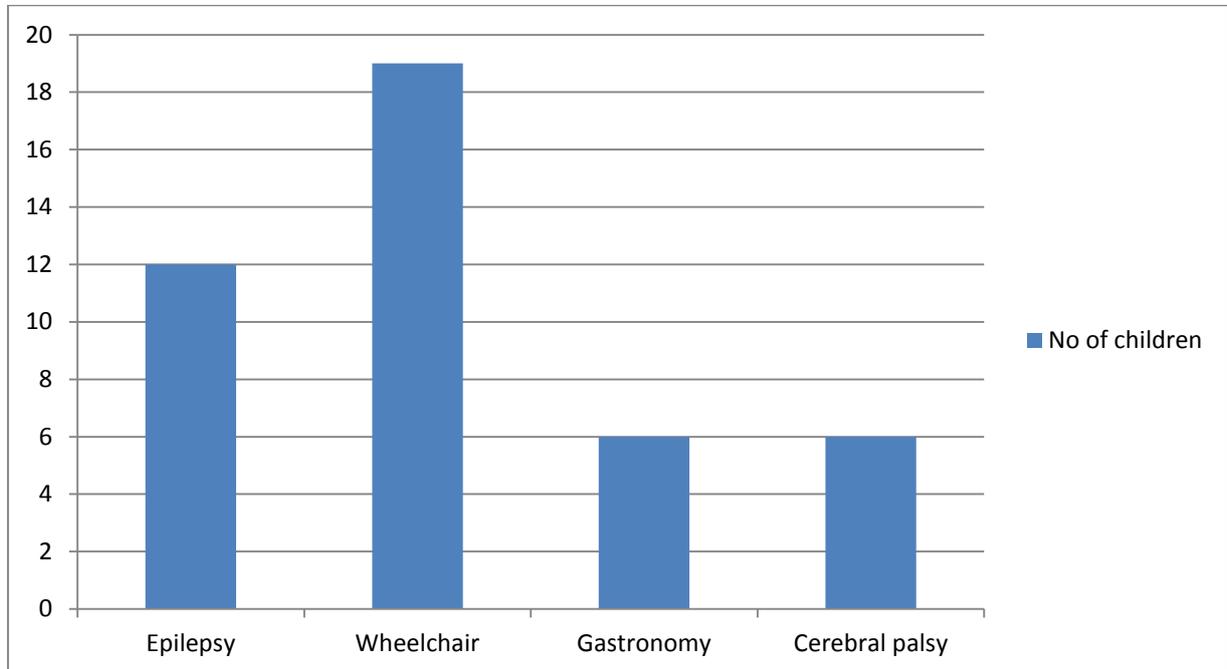
Ethnicity



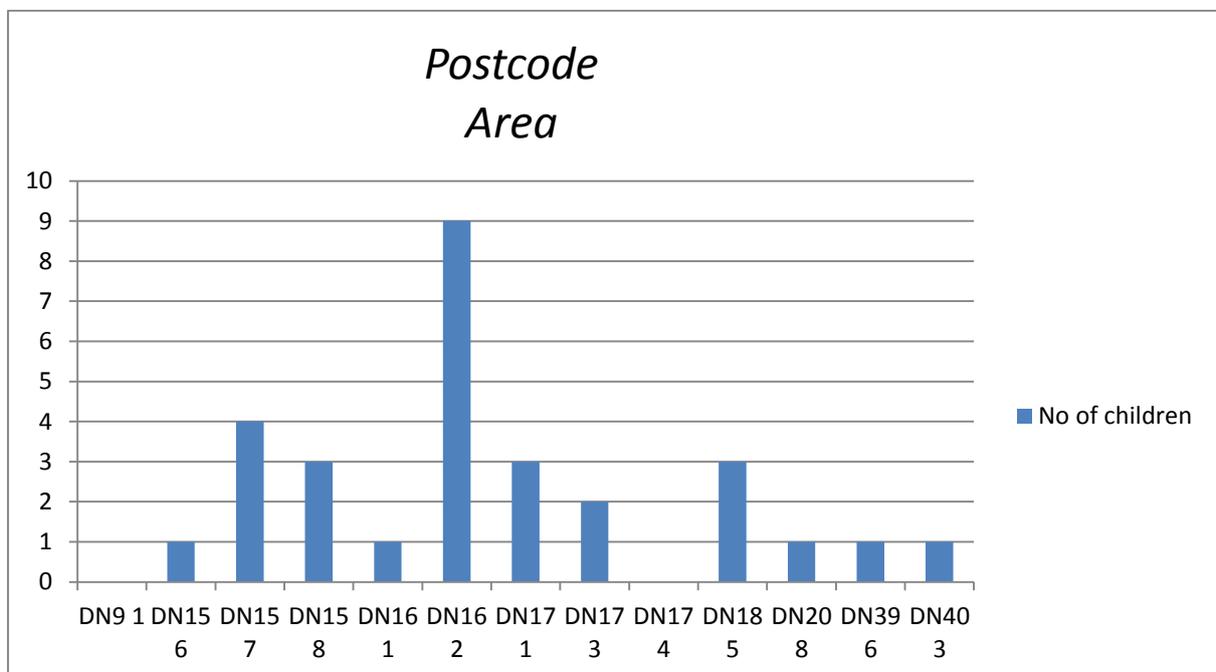
Disability

The children had a wide range of medical needs and disabilities. All required some support with their hygiene needs and all had communication needs.

In addition the most common needs are shown in the table below:



Postcode



The play Scheme was delivered at St Luke's Primary School, Scunthorpe. Being on the school site is of real benefit as it is set up to cope with the needs of these children.

Core activities were offered each day including

- Sensory area
- Ball pool
- Balls – assorted including with light and sound
- Parachute
- Selection of toys – dolls, tea set, cars, lego etc.
- Musical instruments
- Bubbles
- Messy play activity
- Outdoor space

Each week was based around a theme and additional art and crafts, sensory activities and games were introduced each day.

The themes were

Week 1 – Hawaii,

Week 2 – Disney

Week 3 – Alice in Wonderland

Week 4 – Superheroes.

Specialists invited in were

- Week 1 – Music workshop
- Week 2 – Disney 'Frozen' singer
- Week 3 – Sam Safari & Street Beat
- Week 4 – Superman

Each Thursday there was a communal activity relating to the theme e.g. Mad Hatter's tea party

New systems were implemented of colour coded groups for the children to better support the provision of personal care and medications. A key team oversaw this and the manual handling requirements. All children were given some time out of wheelchairs every day. This was timetabled and recorded.

Attendances

<i>Week commencing</i>	<i>Tuesday</i>	<i>Wednesday</i>	<i>Thursday</i>
25-7-16	20	19	21
1-8-16	23	21	20
8-8-16	25	23	24
15-8-16	25	20	16

Total attendances = 257 of these 11 children attended every day.

There were occasions where children were booked in but did not attend. In most cases we were informed by the parents with the reasons including hospital appointments and the child not feeling well in the morning. Where parents did not contact us then they were contacted.

Outcomes

- Children and young people were given the opportunity to engage in a range of activities to enhance their development
- Children were supported to be busy all day and engage in a variety of different activities

A variety of play opportunities were provided each day that offered children a range of different experiences. Sensory stimulation was provided through activities such as balls with lights and sounds, messy play and the equipment in the sensory/quiet room. Physical play was provided through the balls, outdoor play area and ball pool. Activities such as the Lego and ball tube supported the development of children's motor skills. Opportunities for imaginative play were provided with the 'home corner' area.

All children were encouraged to participate in all activities but it was their choice how much they did.

- Children and young people were enabled to communicate effectively and form meaningful relationships
- Children built positive relationships with the play staff and with other children attending.
- Children and young people and their parents were involved in planning and evaluation

The discussions around care plans with parents provided an opportunity for them to suggest activities that their child enjoyed. This informed the games and resources provided e.g. jigsaws. The activities that children enjoyed and would like more of have been noted for future schemes. Links with parents were maintained throughout the scheme by a play scheme – home sheet that was sent home every day. This included space for parents to send any comments back. Informal feedback from children and parents was gathered throughout the scheme. Pen pictures of each child as well as case studies have been gathered by the team who organised the play scheme to use as evidence of impact.

What worked well?

- Good ongoing communication between lead worker and most parents. Parents would ring to update on child's absence and lead worker would ring to inform them of any incidents, in addition to the paperwork being sent home.
- Good ongoing communication with the health team, with feedback provided to staff in the daily debrief.
- The children's groups facilitated their personal care and time out of chairs.
- The mix of free play and organised activities.
- Specialist sessions were enjoyed by the children.
- The daily pre and post play briefings helped the staff team work well together.

Feedback

Parents were not contacted with a questionnaire but feedback was collected from parents picking children up, attending the awards ceremony on the final day or when work was dropped off. Comments included:

- *'Very pleased with the staff and play scheme. Very grateful for the break'.*
- *'A has had a lovely time and always came in full of smiles'.*
- *'B had a wonderful time!! Thank you so much'.*
- *'C loves coming to play scheme as it keeps him occupied and keeps his routine. He also does a lot of things that he enjoys that could be sometimes harder to do in the community'.*
- *'D Likes coming to play scheme and she would like to come more and the workers are very nice'.*
- *'E has loved summer play scheme. He was happy to arrive each day. Thank you for making his summer more fun'.*
- *'Brilliant staff and well prepared. Child happy and well looked after'.*

Feedback from Healthcare Assistants on site received in email at end of first week.

'We both feel that it is going really well, organisation is much improved and there seems a calmer atmosphere. We both feel the groups are working as there is minimal queuing at bathroom times and all children have been re positioned out of their chairs. We feel that the staff seem to know what they are doing due to the timetables, and all the children seem busy doing activities. We also feel the before and after team briefings are working well. We have had a few visits from Social workers and the short breaks team and they have all commented how calm / relaxed the atmosphere is and how all the children seem busy doing things.'

Feedback received from the play scheme has been used to inform future planning as follows:

- Recruit additional staff for Easter 2017
- Make further changes to staffing structure to include a Larger PCT Team.
- Ensure two additional members of staff complete paediatric first aid training.
- Arrange further Moving & Handling training for staff.
- Arrange training of four more members of staff to support feeding
- As the children enjoyed the days that staff dressed up in Disney mascot costumes arrange to hire mascot outfits in line with other themes
- Continue to source interesting specialists
- Increase sensory elements e.g. Tacpac type resources

CHILDREN AND YOUNG PEOPLE'S VOICE

✚ Co-production of animation videos with children and young people to provide information on the Local Offer, SEN support and Education and Health Care plans – summer term 2016

Feedback from last years' Local Offer questionnaires our own self-evaluation of the Local Offer and the Yorkshire and Humber peer review of the Local offer undertaken in January 2016 highlighted the need for the Local Offer to communicate effectively with children and young people. As a result a project was commissioned to ascertain and engage children and young people to focus on the following three key areas:

- The Local Offer
- SEN Support
- Education and Health Care plans

A few ideas were originally mooted based on Wakefield LA's videos on their Local Offer website as part of the peer review. Wakefield was our partners. A number of children and young people across the age ranges and with different needs were selected to take part in the project. This included pupils and students from Althorpe and Keady Primary school, St Luke's Primary School (Special), Outwood Academy Foxhills, North Lindsey College and John Leggott College.

Wakefield LA had used cartoon in their videos to make the information more appealing. This option was put to students as well as the possibility of using their drawings for the animation. In the end they decided that it would be more appealing to use the drawings of places in North Lincolnshire and themselves, with their own authentic voice recordings to make the videos.





The children and young people all had the opportunity to take part in the voice recordings. Every single one of them thoroughly enjoyed taking part in this exercise even those with quite complex needs. All also provided drawings of themselves and a local place of significance to be used in the production of the animation videos.







The company commissioned to produce the videos used the voice over recording and drawings to make the three animation videos. These were then launched for the first time at the SEND conference for schools and colleges for the first time on the 14th July 2016. The children and young people who had taken part were also invited as special guests to the conference



The animation videos are available to view on the Local Offer website www.northlincslocaloffer.com

YOUNG VOICE

There are lots of ways that we seek children and young people's voice - at an individual, service and strategic level - and we get lots of different perspectives.

In relation to young people with special educational needs and disabilities and in relation to the areas of focus in the SEND plan, at a strategic level, there have been a number of ways that we have sought the views of children and young people as well as examples of relevant work that has been undertaken of late.

NORTH LINCOLNSHIRE YOUTH COUNCIL



The Youth Council is an opportunity for young people to have a voice, discuss relevant issues, engage with, challenge and support decision makers and contribute to improving the lives of young people who work in the area. More than 30 young people attend each Youth Council meeting and the annual diversity audit undertaken in April 2016, indicates that the Youth Council is becoming a more representative group including children with disabilities, children in care/care leavers, young carers, young people who are LGBT and from BME communities. At the April meeting, there was a presentation from staff at the ASET team resulting in a raised awareness of young people's experiences of having autism. Youth Council members were subsequently invited to attend the Autism Event on 28 April at which the speaker, Dean Beadle, recounted his experiences of growing up with Autism. The young people in attendance gave positive feedback regarding the event and fed back to their peers at the next Youth Council meeting.

LIFESTYLE SURVEYS

The Primary Lifestyle Survey is designed to gather information on the perceptions, attitudes and behaviour of a large representative sample of pupils in Years 5 and 6, attending our mainstream primary schools. The survey encompasses a range of health and wellbeing issues, including emotional wellbeing, healthy lifestyles, support with school work at home, healthy relationships, participation in physical activity, and aspirations for the future.

The first survey took place in 2013. The 2nd and latest survey was launched in the 2nd week of November 2015 and ran until the end of January 2016. 28 primary schools completed the survey, with a representative cross section of 9 to 11 year olds taking part. Of the 1847 who took part, just under 1 in 5 (19.5%) of children who responded to the survey self-reported as having a disability or health problem, with equal numbers of boys and girls. No questions in the survey were asked about the nature of their disability or health problem. What follows are some of the key outcomes of the 19.5% who self-reported as having a disability or health problem:

Parental support and engagement

- Pupils with disabilities were equally likely as other children to say that their parents attended school parent's evenings: were pleased if they did well at school; and that they had a quiet place at home to do homework.
- They were slightly less likely to say that they got support from parents with homework.

Health and wellbeing

- Pupils with disabilities were more likely than other children to say that they worried a lot, especially about being bullied both in and outside school, they often felt sad or tearful
- However, they were almost equally likely to say that they felt they had a lot to be proud of, and that they could talk to parents and other trusted adults in school about their worries.
- They were also more likely to say that they found lessons on healthy relationships useful.

Perceptions of Safety

- Almost all children said they knew where to go if they felt safe online. There was no significant difference between children with disabilities and others.
- They were slightly less likely to say they felt safe attending out of school activities or playing in their local neighbourhood.

Internet use

- Children with disabilities were equally likely to say they had access to the internet at home.
- However, they were heavier users of the internet, with a higher percentage saying they were online for 3 or more hours a day.
- They were more likely to say they used the internet to keep in contact with family and friends, and to?

Participation in positive activities

- Children with disabilities were as likely to say they participated in sport and other positive activities outside school
- They were more likely to say that they had participated in Voice activities.

The future

- Children with disabilities were less likely to say that they thought they would be attending college/university post 18 and more likely to say that they did not know what they would be doing.

This information has been distributed as appropriate and is being used to shape and influence local action. As part of this, members of the 'Stay Safe' group have been consulted on how best to feed back the results to pupils. Children identified the key messages and proposed a range of formats for dissemination including leaflets and posters.

However, it was agreed that a game would be developed in order that the messages could be shared in a fun, interactive way which encouraged discussion. The 'Game of Life' was suggested as a format and a local young person studying art and design at university was involved to draw up the game, which has been rebadged as the 'Game of Lifestyle'. Young people will be given stars at the beginning of the game and they go round the board on four different coloured tracks to depict the different themes from the Primary Lifestyle Survey i.e. healthy living, keeping safe, careers and aspirations and healthy relationships. Along the track, young people pick up cards with positive phrases, where they win stars, or less positive phrases and behaviours, where they lose stars. These are associated with behaviours identified by the young people as things you might do, which might mean you lose out in life i.e. smoking or playing chicken.

The game will be trialled at the next Staying Safe meeting where young people will be able to refine the rules, after which it'll be rolled out to schools. Due to its format, it is proposed that the game could be used as a means of sharing the messages to all pupils, including children with disabilities.

MAKE YOUR MARK

The Make Your Mark annual youth ballot is an opportunity for young people to vote for issues that matter to them, the outcomes of which help to shape local, regional and national action. More than 8000 young people from year 6 to 13 engaged in the vote, with the top five local issues being:

- A curriculum to prepare us for life
- First aid education for all young people
- Votes at 16
- Tackling racism and religious discrimination
- Make public transport cheaper, better and accessible to all



It is acknowledged that the majority of young people with special educational needs and disabilities are in mainstream education, so this could be perceived as being indicative of all children and young people. That said, special schools and alternative education provision were also encouraged to engage as well. In general, the results from St Hugh's (for which 46 votes submitted) reinforced the mainstream outcomes, with curriculum to prepare us for life being their top issue, along with Votes at 16 and tackling racism and religious discrimination also being in their top five. Comparatively, the remaining two issues were highlighted as the need to fund our youth services and to raise awareness of sexual harassment in schools. Outcomes from Make Your Mark has been distributed as appropriate and are being used to help inform local action about issues that young people have identified as being important to them.

YOUNG INSPECTORS



The Young Inspectors programme gives young people an opportunity to challenge, scrutinise and influence the services they access. The process also enables agencies to reflect on and improve their provision to better meet the needs of young people. Young people are trained and supported to 'inspect' local services and settings against agreed criteria, make recommendations and award a 'star rating'.

This programme has recently been extended to engage with and involve young people with disabilities, as well as children in care/care leavers and Youth Council members. Staff have been identified to identify and support the young people with disabilities and their experiences and perspectives will add value to the process. Work is ongoing to encourage teams and organisations to put themselves forward to be 'inspected'.

YOUNG REPORTERS

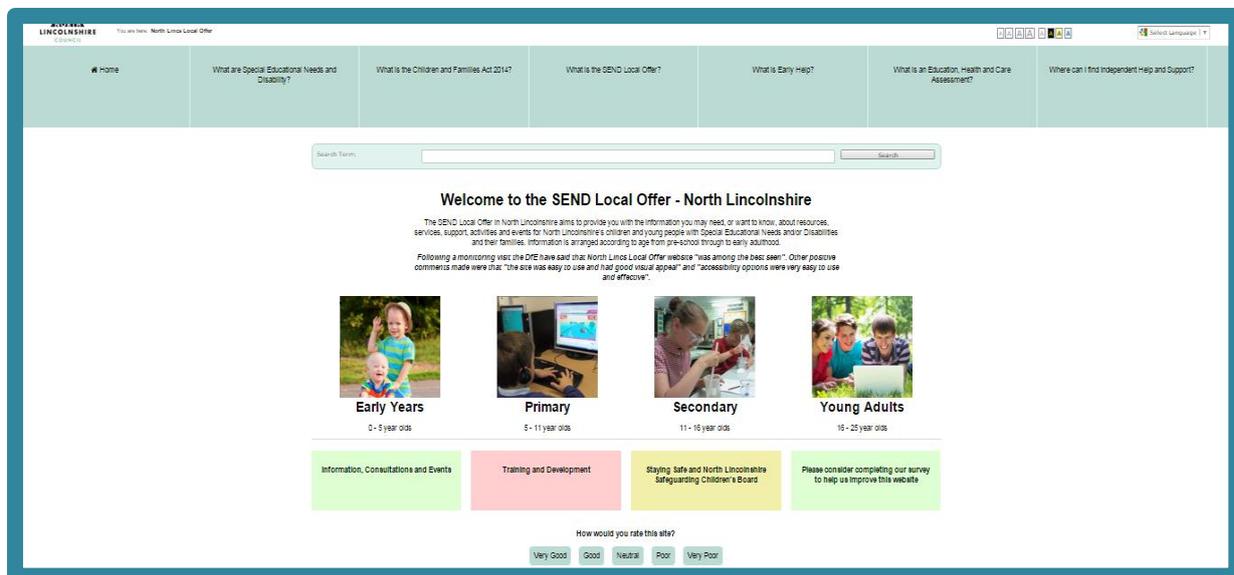
This gives young people opportunities to develop their literacy skills and have an independent voice about things that matter to them. The articles by young people are published in the Scunthorpe Telegraph on a regular basis. Currently the Young Reporters are a mixed group of young people,

including one young man who has autism. His article, 'Endangered to Extinction' was published in June 2016 while he also co-authored another article relating to the Positive Steps Activity Event in September 2016 with two other young reporter colleagues.

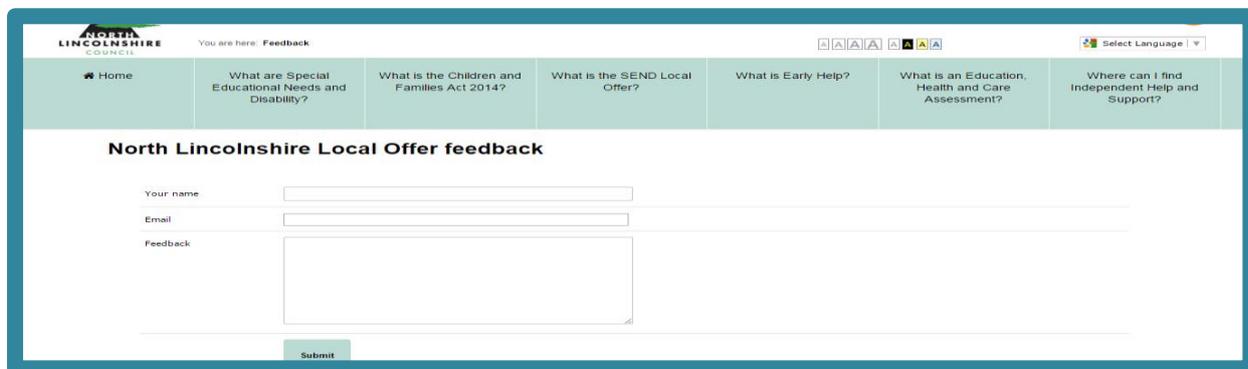


LOCAL OFFER QUESTIONNAIRES

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.

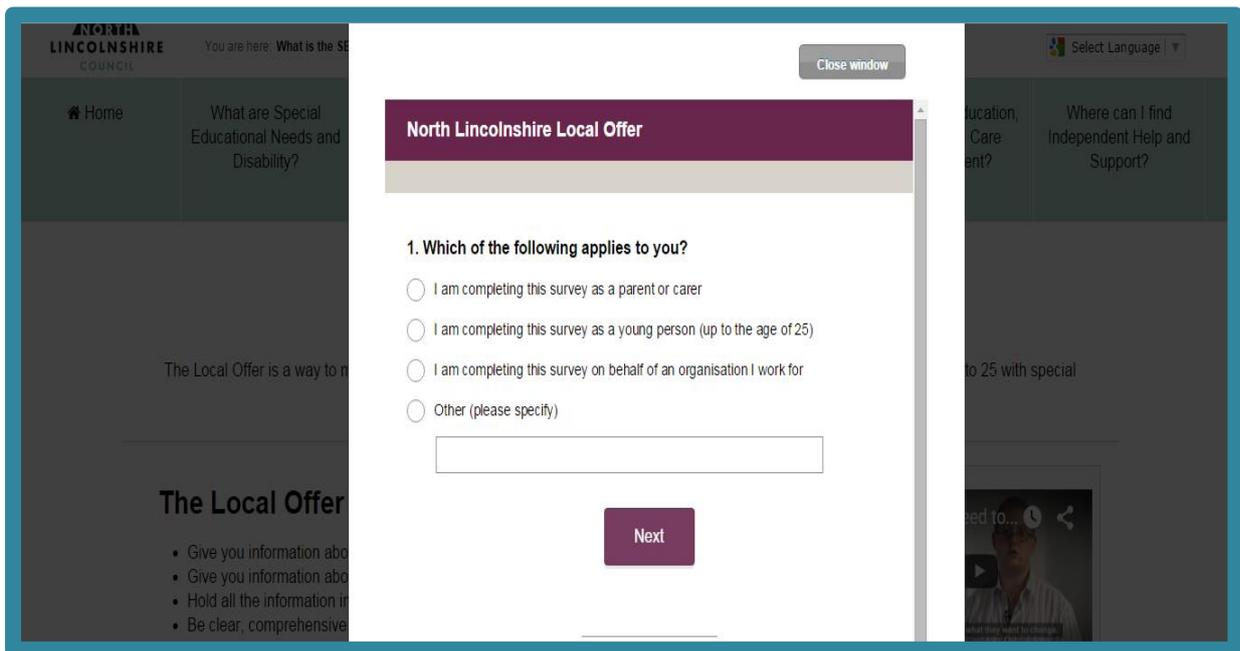


This year we received 4 feedback comments via this method and they were generally very positive and comments are provided below.

Rating	Feedback	Our comment
Very Good	<i>A really easy website to follow to find out lots of new information, thanks for the demo today at LDC, it has made me look even more!</i>	Feedback received immediately following SEND Roadshows in May 2016
Neutral	<i>Events over a year out of date. Otherwise useful and clear.</i>	We have left previous events on the Local Offer website as this section also includes presentations and other material shared at the event which users

		have requested access to.
Very Good	<i>I'm moving to Crowle, my son has ASD your services look amazing here is hoping it's all really.</i>	We hope so too. Please let us know the service your son receives.
Very Good	Nil	Thank you.

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:



This year we received 2 replies to the survey via this method and both were satisfied with their experience of using the website.

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.

ANNUAL LOCAL OFFER QUESTIONNAIRES FOR PARENTS & CARERS AND YOUNG PEOPLE

An annual Local Offer questionnaire was sent again 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 years settings to encourage a good return. Altogether, we received a similar return to last year's with 40 parent/carers and 12 young people questionnaires were completed and returned, the findings of which are detailed in the following 'You said. We did' section.

'YOU SAID, WE DID'



The consultation events highlighted already in this report, both formal and informal and the Local Offer questionnaires and peer review with another LA in the Yorkshire region have provided us with a wealth of information and feedback which we value tremendously. This has enabled us to continue to shape the Local Offer further this year so that it better suited to 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 2015 to 31st August 2016 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.

- ❖ **Commissioning a set of three animation videos with a focus on the local offer, SEN support and Education, Health and Care plans.** Co-producing these videos with the active participation and involvement of our children and young people with special educational needs and disabilities. These videos will hopefully make the Local Offer more accessible to younger members.
- ❖ **Co-producing the annual parent and carers conference with the PIP Forum** so that areas identified from the Local Offer questionnaires and consultation events are then incorporated into future events e.g. The feedback from the PIP annual conference was used to plan the annual parent and carers conference in November 2015. The feedback from this event was then used to plan the SEND Roadshows. Feedback from the latter

is now being used to plan our forthcoming parent and carer's conference in November 2016.

- ❖ **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 requires 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 2016. The Transition Plan provided further information on our proposals for transferring from Statements to Education, Health and Care (EHC) plans in North Lincolnshire
- ❖ **Consulting and making changes based on feedback received to the Speech and Language Therapy Team, including the Speech and Languages toolkit.** Please read the reports of the Speech and Language Therapy consultation and the Speech and Languages toolkit <http://www.northlincslocaloffer.com/SandLtoolkitreview> The Speech and Languages Therapy Team has also instigated a variety of service user feedback mechanism, including a satisfaction survey, pen portraits and incorporating the voice of the child into planning and delivering intervention. Next term there will also be the introduction of a new person-centred format for children's therapy plans, ongoing work across this academic year to develop a range of practical resources to improve the quality of discussions with children and young people about their own communication skills and finally introduction of a range of approaches to capture children's experiences of using the service.
- ❖ **Commissioning free Local Offer Apps for both the iPhone and Android** so that users have greater flexibility in accessing the Local Offer wherever they happen to be. The Apps allow the Local Offer to be accessed without a connection to the internet. This facility has been made available based on feedback we have received from users in different forums. We do however, still need to do more publicity to ensure that potential users are aware that they are free and available to download. This will be part of our on-going work for this forthcoming year.
- ❖ **Feedback from professionals** has resulted in a wider range of resources, including online CPD materials being made readily available on our Training and Development section of the Local Offer website <http://www.northlincslocaloffer.com/s4s/WhereILive/Council?pagelid=837> This will continue to be added with the aim of having an even more wide selection of useful resources to access in one place.
- ❖ **Completing a review of all education services for meeting the needs of our children and young people with special educational needs and disability** with the aim of making them even they are more responsive and effective with person centred approaches being embedded in everything we do. As a result a new Virtual School and Inclusion Service has been set up with a focus on individual caseloads with a focus on

children and young people receiving *'Right Service for the Right People in the Right Place at the Right Time.'*

- ❖ **Feedback on an ongoing basis through a Local Offer survey for users to complete as they visit the website.** However, due to low completion rates last year we have now also added a link to the Local Offer survey on to the Home page of the website to make it more prominent, with a view to adding a pop up request on screen in the future if there is not an increase in the number of returns.
- ❖ **Peer review framework of the Local Offer undertaken by our partners in Wakefield LA.** We have revisited this after six months in August 2016 to ensure that all actions identified as in need of further development have been followed up. Copies of this are available by request from the SEN Team (contact details available at the end of this report). We intend to continue to review the Local Offer on a regular basis jointly with a parent or carer to get their views and find out their experience to improve it further.
- ❖ **Collating further information and contact details of Special Educational Needs and Disability organisations locally** with a view of making it easier for parents and carers to know what support is available from the voluntary and community sector. This information is due to be published on the Local Offer website later on in the autumn term 2016.
- ❖ **Arranging regular consultation events and conferences in a variety of venues and at different times** to ensure that we engage as many parents and carers as possible.
- ❖ **Holding a large conference for schools and colleges in July 2016** so that Heads, Chair of Governors and Chairs of Governors are kept up to date with developments and good practice in implementing the SEND reforms. This was based on feedback received from schools themselves, as well as parents and carers who want the best for their children.
- ❖ **Continuing to add high quality information to the on 'Where can I find Independent Support, Help and Support?' SENDIASS section for parent and carers.** SENDIASS has its own section with a considerable amount of quality information held centrally and available to download, including easy read versions. These are available to download at <http://www.northlincslocaloffer.com/s4s/WhereILive/Council?pagelD=858>

RESULTS OF THE ANNUAL LOCAL OFFER QUESTIONNAIRE

YOUR COMMENTS AND OUR ANSWERS

An annual Local Offer questionnaire was again 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 12 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: We have undertaken quite a lot of activity last year to raise the profile of the Local Offer (see last year's report) and specific action this year such as the annual conference and the SEND Roadshows in May which had a part focus on the Local Offer. We continue to recognise that more work is needed to publicise the Local Offer more. We have therefore produced a communication action plan which has a focus on a range of activities to further ensure that all stakeholders are aware of the Local Offer and that professionals across education, health and care can signpost families to it and get feedback from them to help shape it further. Copies of the communication action plan are available on request from the SEN Team (contact details included at the end of this report).

Feedback on the Local Offer website and suggestions for improvement

Your comment: The questionnaires continue to show 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 this year about what parents & carers and young people liked about the Local Offer website included:

- *'Split into different age groups'*
- *'How the information is arranged into age groups'*
- *'Easy to follow through the site'*
- *'Easy to access', 'Easy to find'*
- *'Lots of information', 'Clear', 'Colourful', 'Appealing'*
- *'Range it covers', 'Down Syndrome aids'*
- *'Inviting', 'Huge amount of information', 'Clear options and links to help'*
- *'Gives me guidance', 'I can research thing I am looking for',*
- *'Getting the information we want to know', 'Can get contact numbers easily'*
- *'Clearly laid out', 'easy to navigate', 'just enough info'*
- *'Respite provision', 'Transport provision', 'Access to services'*
- *'Short Breaks', 'Young Carers', 'Occupational Therapy'*
- *'The preparing for adulthood section', 'Help with understanding the educational health care plans'*

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, 82% of parents completing the questionnaire were able to find the information they need compared to 63% last year and 75% did not have any suggestions for how the information could be improved compared to 73% last year. 57% of young people stating that there were able to find the information they needed which was lower than the 82% last year but interestingly 87% did not have any suggestions as to how it could be improved further.

Interestingly, other comments from parents and carers focused on such issues as:

- *'The 'search' facility doesn't return results accurately. I searched 'EHC' and typed it in full but nothing was returned', 'Search options'.*
- *'Adding wider ranges of things to do for less common disabilities'. 'More provision which is specifically for disabled children'*
- *'Tell more people about it'. 'Let parents / carers know it's there'.*

The issue with regards the search facility not working as effectively as it should and has been followed up with the company that has built the Local Offer website. We envisage an improvement on this as a result of us raising this issue with them.

The request for activities for disabled children is being followed up with relevant services within North Lincolnshire Council. It would be helpful to know more about which disabilities are less catered for presently so we can look at improving provision and raising the profile of the Local Offer has already been taken on board and mentioned in this report previously for us to develop further.

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

Your response: This year again 54% of the 35 parents and carers who responded felt that there were gaps in provision. Although the percentage was the same again this year the number of parents who responded was higher than the 26 last year.

Comments made by parents and carers consisted of the following:

- *'Not enough services available to help with complex needs'.*
- *'Children's groups in Barton e.g. for children who are 'mainstream' but have difficulty in making friends (need to belong to something). The nearest club of this nature is in Scunthorpe. 2. Diversity training at the start of year 7 for all pupils. This would develop understanding and reduce bullying. All good for the development of the young person and would help to shape and develop society as a whole. It could be added to PSHE - a section teaching mutual respect and tolerance of those with a disability. Including 'understanding autism' in the same way in which children are taught about different faiths. Thanks'*
- *'Specific provision for disabled children to participate in music or sport, i.e. wheelchair basketball etc.'*
- *'Not enough CAMHS help or helpers that know what child's needs are. Not enough schools. SENCo's not aware of all help needed or difficulties some children have'.*
- *'Holiday' care/cover to provide continued low level of fun educational experiences to continue educational support over summer holidays as often learning 'lost'.*
- *'Football/sports clubs - lots of mainstreamed organised clubs (always have leaflets in his school bag promoting mainstream activities, particularly football coaching). Not so much for the 8 pre-teens age group with additional needs - he does attend Scorer's however which he loves. Thank goodness for this group! A is fab :)'*
- *'It would be very helpful if the council would provide a card for parents to say that a child has special needs, some other authorities provide this, which enables the parent/carer to access provisions at discounted rate, and also allows for not having to prove with DLA letters etc. '*
- *'Lack of communal activities for children to access'*
- *'Only day provision (respite) cannot use hours for overnight respite'.*
- *'Until recently I wasn't aware of what support was on offer-more advertising and leaflets'.*
- *'Quality of staff from agencies providing Short Break workers. Agencies offer 0 hours contracts and struggle to find suitable male workers'.*
- *'You can't access help needed without going through tick boxes first - parents are left to manage'.*
- *'Provision for child care for working parents of teenagers with special needs'.*
- *'Down syndrome specific support for educational needs'.*
- *'Holiday clubs locally'.*
- *'Music either under 6 or over 8 yrs, a gap of provision for 7 yr olds'.*
- *'Not from your point mainly schools when there to involve your support. And do so at last min'.*
- *'No swimming lessons in main swimming pool in Scunthorpe (Pods) for children with disabilities'.*

Only three of the 12 young people who completed the questionnaires felt that there were gaps.

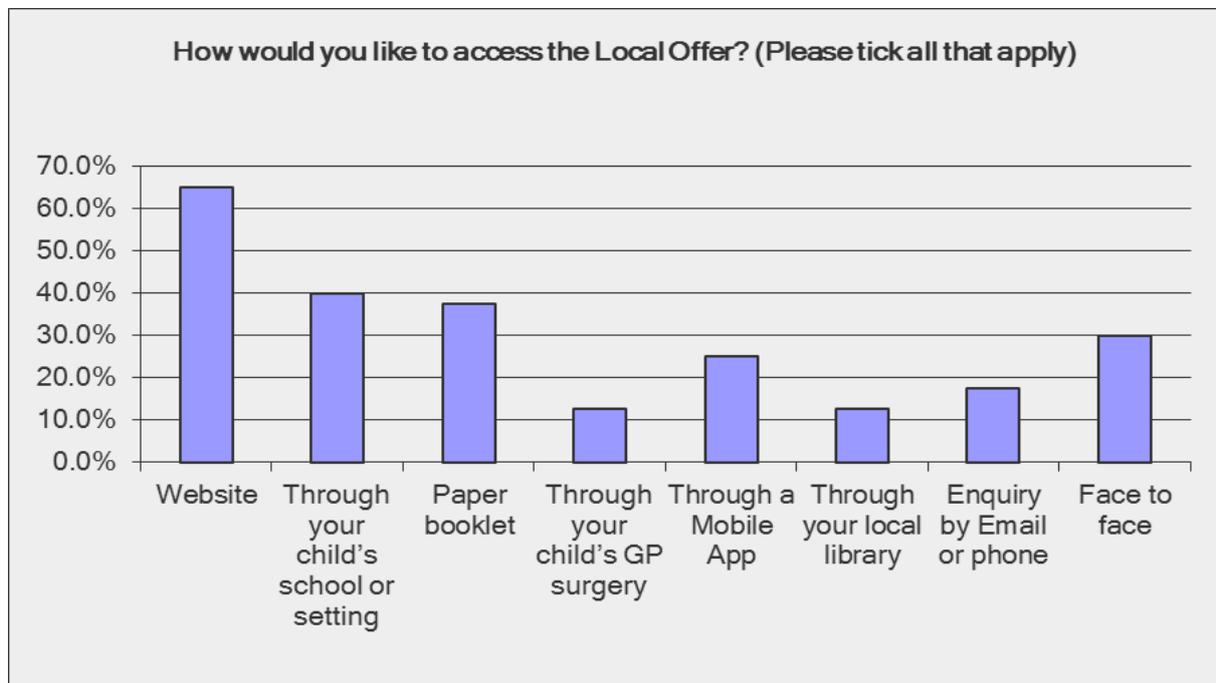
Comments from young people consisted as follows:

- *'I think there should be more things available for over 16 year olds as most things seem to be for more younger ones'.*
- *'It took a long time for me to get help. My parents had to fight for me. Until society sees mental health like a broken bone, it is limited in its understanding'.*
- *'between 16-21'*

Our response: We are looking into the comments received and discussing how provision can be improved and possibly fill gaps with key partners and services highlighted through the questionnaire, bearing in mind the current austerity measures that council and voluntary services may be subject to.

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

Your response: The vast majority at 97.5% of parents have access to the internet at home. Only 1 parent responding did not have access to the internet at home. 41% access the internet through a PC, 56% through a tablet and 64 % through a mobile phone. 100% of young people had access to the internet and the corresponding figures for where young people access the internet were 82% via a PC, 64% a Tablet or computer and 55% via a mobile phone. Parents continue to state that they 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 local library this year.



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 continue to publicise the availability of the APP

so that users can take advantage of this additional feature. Libraries and other council venues will also continue to 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 8XJ.
Telephone 01724 277665
or by e-mail special.needssection@northlincs.gov.uk

In addition, 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: We received the following comments in relation to the question ‘**Your questions or comments for nurseries, schools and colleges or other educational settings**’:

- *‘Unsure where to look at the school’*
- *‘Yes the SEN report is available for all educational establishments I am working with as parent/carer. However I am not sure that parents who ‘become’ SENCO related are directed to this information automatically by schools’.*

- *'I am a school governor so I do get to access such reports'*
- *'To work with parents a little more'*
- *'None whatsoever.'*
- *'All relevant information is on the schools website'.*
- *I can only recommend and say how brilliant the special needs school X is in how they have welcomed my son in to their school and he has made progress*
- *Yes - school always keeps us informed.*
- *Yes. Education (alist) jargon and terminology often makes decision-making difficult - however SEN policies / teacher accessible.*
- *'Cannot attend clubs due to no transport to run in accordance with clubs - so only can have transport for school hours'*
- *Yes I have thing it's a brilliant way to know what's going on after the meetings. All schools especially the SENCo's should be aware of all the help and support out there, for parents. As we've found in the past they haven't a clue.'*

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 where identifiable. We will also be sharing these findings to SENCo's at scheduled meetings as well as with the SEND Schools Team.

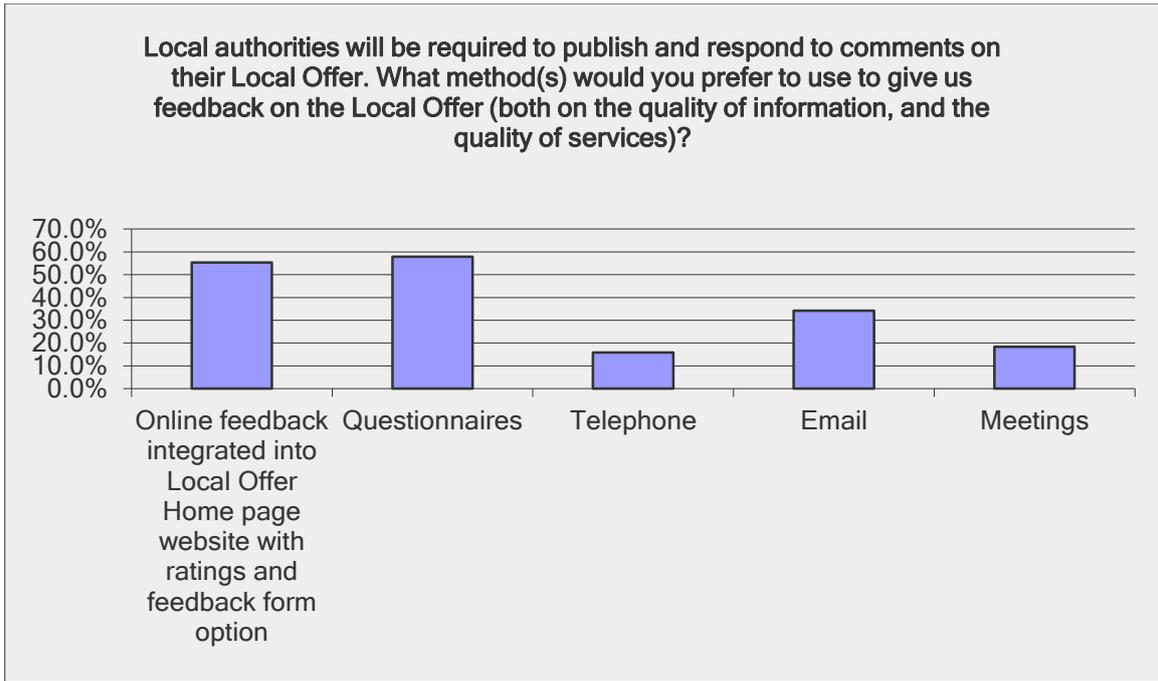
'Do you have any questions or comments for specialist services (e.g. Speech and Language Therapy, Education Psychology)? Please clearly state which service your question or comment is for.'

Your response: 18 parents responded to this question and gave quite detailed feedback compared to any of the other questions. Of these 5 questions or comments were for Speech and Language Therapy (SaLT), 2 for Education Psychology, and 3 for CAMHS. The remaining stated there were no comments or not applicable. Only 1 young person asked a question regarding SaLT provision which was whether it continues into college.

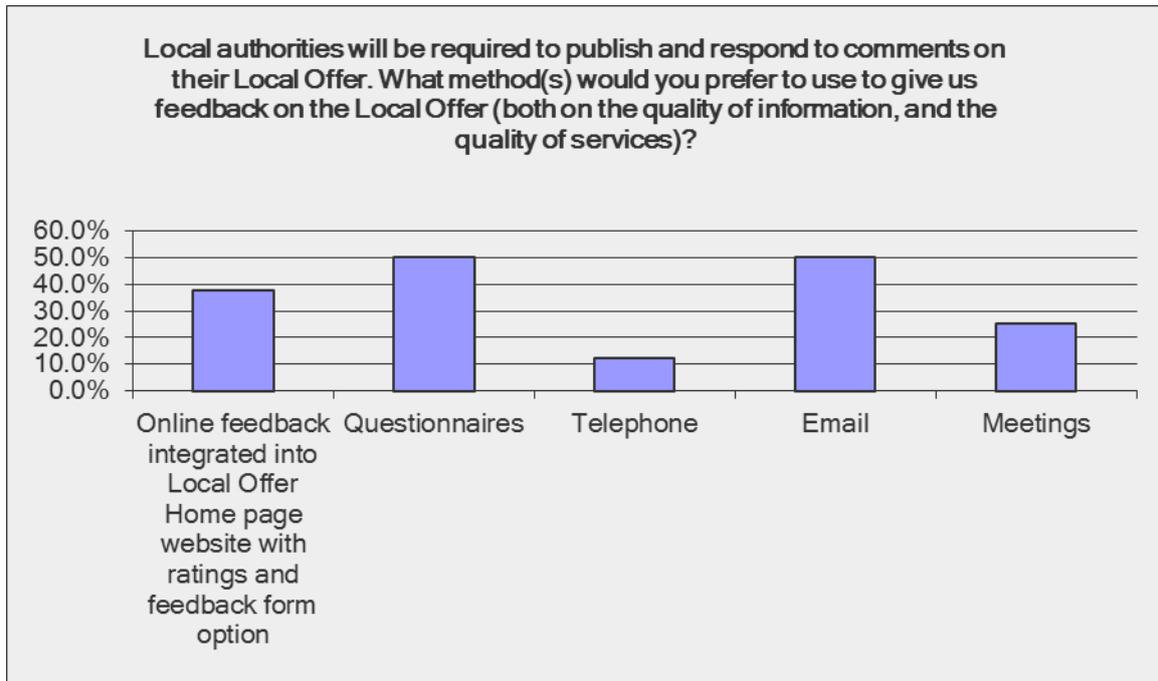
Our response: Since the comments and questions are very specific to individual cases these are forwarded to the services directly to follow up and action.

'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: 38 parents and carers responded to this question and cited a preference for variety of methods to provide feedback. These are as follows:



Feedback from the 8 young people who responded to this question was also remarkably similar to that of parents and carers with a slightly higher percentage stating they prefer e-mails.

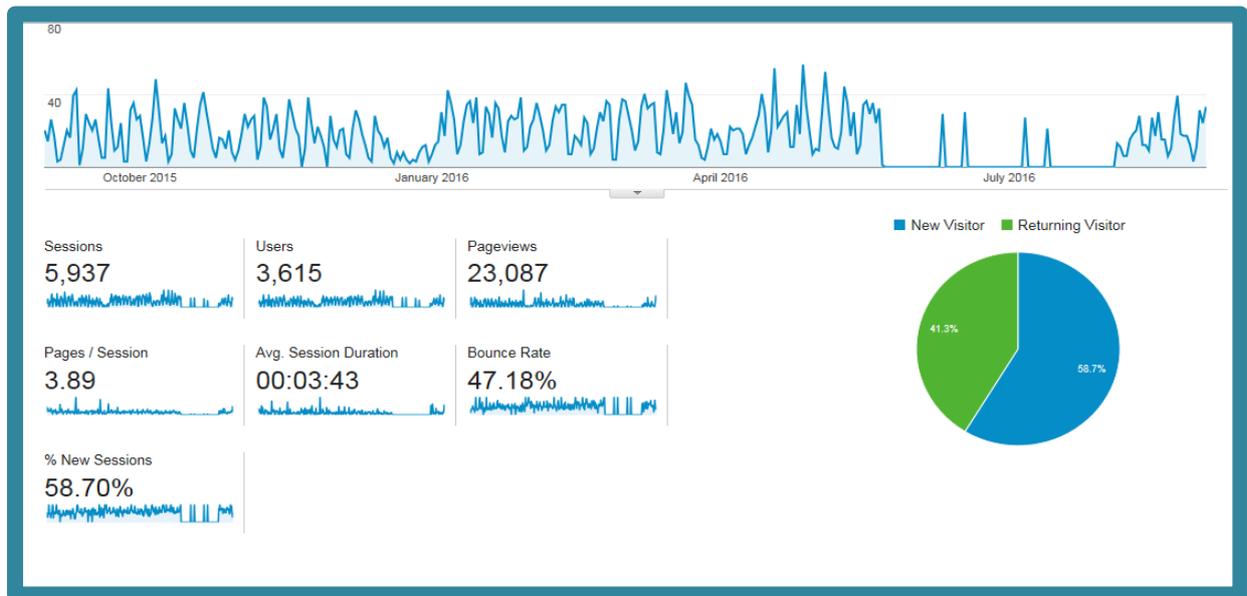


Our response: We will continue to use a variety of methods as cited above to get feedback from as many parents and carers, and children and young people as possible.

Google Analytics

This year we have also interrogated Google Analytics to find out more about how our Local offer website is being used as a way of improving it further if needed. Google Analytics is a web analytics service which tracks and reports website traffic.

An overview of usage of the period from 1st September 2015 to 31st August 2016 i.e. the current academic year shows the following:



As can be seen from the chart www.northlincslocaloffer.com has had 3615 users who have viewed 23,087 pages. In all each user viewed in the region of 4 pages and spent approximately 3 minutes and 43 seconds on the site. Reassuringly, nearly 59% of these were returning visitors i.e. those that had been on the website before and the remaining 41% were new visitors.

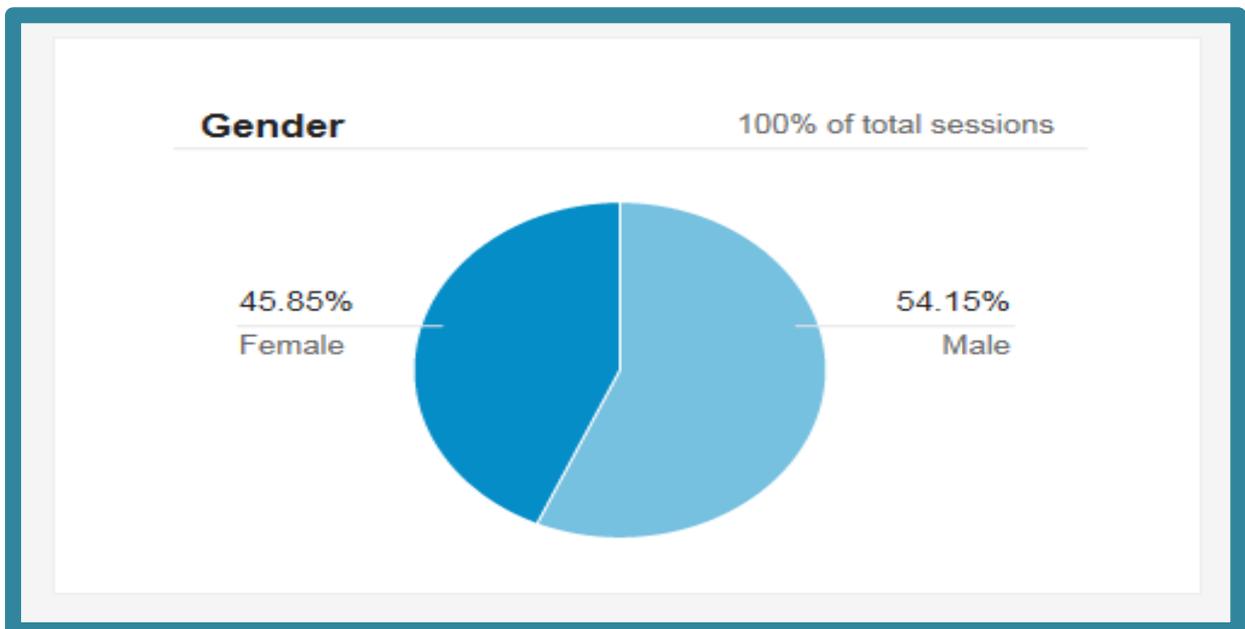
The vast majority of the visitors to our local offer website are from the United Kingdom at over just over 90% and we attract visitors from a number of other countries as is shown in the following chart:

Country	Sessions	% Sessions
1. United Kingdom	5,360	90.28%
2. United States	144	2.43%
3. Brazil	56	0.94%
4. (not set)	49	0.83%
5. India	24	0.40%
6. Philippines	23	0.39%
7. Netherlands	18	0.30%
8. Germany	16	0.27%
9. Italy	15	0.25%
10. Australia	14	0.24%

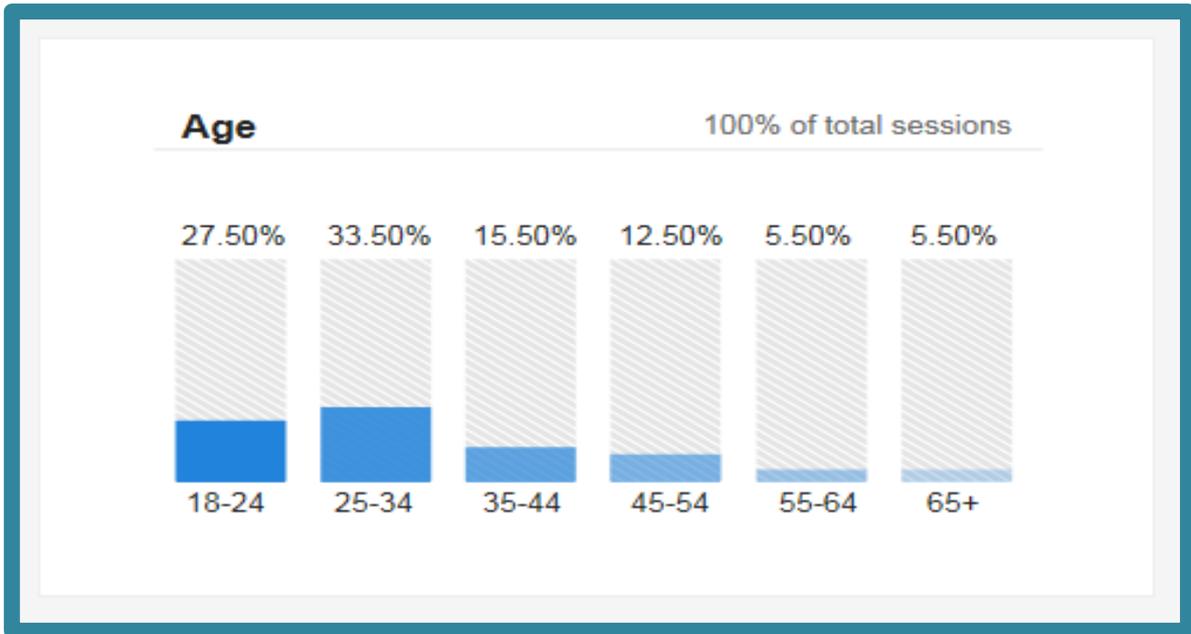
Of the 90% of visitors from the United Kingdom a significant majority are from Scunthorpe or its surroundings areas, with the exceptions of London and Wigan. Of course it is not always possible to tell where users are if they turn off their location settings, as seen in the chart below:

City	Sessions	% Sessions
1. Scunthorpe	2,130	35.88%
2. London	597	10.06%
3. (not set)	309	5.20%
4. Bamsley	224	3.77%
5. Hull	146	2.46%
6. Wigan	141	2.37%
7. Sheffield	136	2.29%
8. Lincoln	120	2.02%
9. Grimsby	115	1.94%
10. Boston	89	1.50%

The gender of the users shows that slightly more males tend to use the site at 54.15% compared to females at 45.85% as shown below:



The age profile of users tend to be weighted more towards younger adults as is to be expected with the 25-34 year old age group being the most keen users at 33.50 % closely followed by the 18-25 year old age group.



It may be that younger members of the community are also using the website but their usage is logged under their parent or carers age profile if they are the owners of the device used to access the internet.

The top 10 pages viewed on the Local Offer website are the following:

<input type="checkbox"/>	Page Title ?	Pageviews ? ↓
		23,087 % of Total: 100.00% (23,087)
<input type="checkbox"/>	1. North Lincs Local Offer	4,826 (20.90%)
<input type="checkbox"/>	2. Event detail	4,286 (18.56%)
<input type="checkbox"/>	3. Early years childcare	2,885 (12.50%)
<input type="checkbox"/>	4. Primary years	893 (3.87%)
<input type="checkbox"/>	5. Search results	831 (3.60%)
<input type="checkbox"/>	6. Early years	751 (3.25%)
<input type="checkbox"/>	7. Primary years education	659 (2.85%)
<input type="checkbox"/>	8. Information	568 (2.46%)
<input type="checkbox"/>	9. Support and advice	535 (2.32%)
<input type="checkbox"/>	10. Secondary years	533 (2.31%)

The Home page is the most frequently visited page, making up nearly 21% of all visits, followed by event details (nearly 19%) and early years childcare (12.5%).

The next most frequently visited 15 pages are as follows:

11.	What is an education health and care assessment	531	(2.30%)
12.	What is early help	494	(2.14%)
13.	What is the SEND local offer	476	(2.06%)
14.	What are special educational needs	474	(2.05%)
15.	Where can I find information	404	(1.75%)
16.	Young adults	373	(1.62%)
17.	Unknown	308	(1.33%)
18.	Children and Families Act	244	(1.06%)
19.	Secondary years education	215	(0.93%)
20.	Home page	204	(0.88%)
21.	Early years education	169	(0.73%)
22.	Young adults preparing for adulthood	161	(0.70%)
23.	Children centres	109	(0.47%)
24.	Young adults education	107	(0.46%)
25.	Primary years health	106	(0.46%)

This shows that all pages are visited to a certain extent dependent on need and interest, with a mixture of pages being visited which provide general information to more specific pages which are pertinent to users.

We are also know that our users of the Local Offer have access to and use a variety of devices:

Device Category ?	Acquisition
	Sessions ? ↓
	5,937 % of Total: 100.00% (5,937)
1. desktop	4,057 (68.33%)
2. mobile	1,324 (22.30%)
3. tablet	556 (9.36%)

This is similar to the results from the findings of the annual Local Offer questionnaire from both parents and carers, as well as young people with desktop PCs being the most popular, followed by mobiles and then tablets.

The Google Analytics reports shared above as well as more in depth information which is available through this means is used by us in conjunction with feedback received to further refine and develop the Local Offer. Now that we have this information for the first full year we will be using it to analyse findings on an annual basis as part of this report and next year we will be able to make comparisons on usage as well.

The Local Offer Apps

North Lincolnshire LA commissioned 2 apps to make it easier for users to access the Local Offer on a range of devices, particularly bearing in mind that findings of our questionnaires which showed a high percentage of parents and carers as well as young people either had the own mobile device or access to it. Our analysis of the use of Apps shows the following:

Total downloads: 293

Total user session from apps: 1203

Average user session using apps: 4 minutes 33 seconds

Average user page views during session: 7.4 pages.

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 Team

Hewson House, Station Road,

Brigg,

DN20 8XJ.

Telephone 01724 277665 or by e-mail special.needssection@northlincs.gov.uk

