



The Local Offer

Annual feedback report and 18 month overview

2014 – 2015

www.southglos.gov.uk

Contents

Welcome	1
Organisation and structure of the local offer	2
Key features of the local offer	3
Information needs and topics to be included in the local offer	4
Involvement in developing the local offer	5
Co-Production	6
Education – Strategic Review of Special Educational Needs	7
What we have done so far	8
The links between the Children and Families Act 2014 and the Care Act 2014	10
Parent and Carer Forum – Do you want to make a difference?	11
0 – 25 Partnership Board launches in South Gloucestershire	12
Local Offer Comments and Feedback	13
Local Offer statistics from 01 September 2014 – 31 July 2015	14
Our response and actions to your comments and feedback	15
Our forward plans	18
Information and advice	19
What we have done so far	20
Feedback contact details	21

Welcome

Welcome to South Gloucestershire's 2014 – 15 Local Offer feedback report which includes an update on our developments since implementation in September 2014.

Over the past 18 months, we have been working hard with parents, children and young people to shape and design our Local Offer. The council undertook a significant engagement process with parents and carers and children and young people from December 2013 until February 2014 using a wide range of engagement and consultation techniques. The feedback from this engagement exercise was taken forward to prioritise steps for implementation and also shape the forward plans for development of our local offer in South Gloucestershire.

Organisation and structure of the local offer

The local offer was generally supported by both parents/carers and professionals who welcomed more information, easily available from a single source. It was seen as an important resource that could be used by parent/carers, professionals and providers to better coordinate care and provide support for service users.

When specifically asked, 85% of respondents agreed with the proposed online approach to the local offer in South Gloucestershire.

Respondents wanted to be able to find information in a variety of ways and the range of feedback we received has been taken forward into our on-going development plans for information and advice for South Gloucestershire.

Key features of the local offer

Respondents were keen that the local offer had the following features:

- Contains relevant, comprehensive, accurate and up to date information, although respondents were keen to avoid information overload
- Ability to save, export and store information for future use or reference
- E bulletins and alerts
- A way to access the information offline and for people who do not have internet access, possibly via a helpline
- Accessible from a variety of venues including; libraries, children's centres, hubs, one stop shops, community groups, schools and other organisations
- Well promoted to both parents and professionals
- Provides links to other detailed or more specialist information on other websites
- Glossary of technical terms
- Clear easy to understand language, free of jargon and technical terms
- Logical and intuitive to use, well presented, attractive and accessible design and layout
- Discussion forum where users can ask questions and share information with other users
- Calendar of events, activities and training opportunities open to both parents and professionals
- Flow charts or process maps including checklists (a map of the minefield and what to expect)

Respondents wanted to be able to find information in a variety of ways including:

- Easy to use and comprehensive search by key words and terms
- Suggestions based on frequently asked questions, other people's searches and page views
- A to Z
- Glossary of key terms
- What's new
- Information organised by:
 - Condition, disability or behaviour
 - Age
 - Key milestones and life stages
 - Key themes such as health, education, transport
 - Location of services and support
 - Service type and provision
 - Universal or specialist support, linked to eligibility level
 - Provider

These suggestions were supported by the survey responses we received. When specifically asked, 56% of respondents wanted the information in the local offer to be organised by theme and 56% also wanted the information to be organised by key milestones and life changes.

Based on project timescales it was agreed that the information would be organised by theme with the forward plan to develop and organise information into key milestones.

Information needs and topics to be included in the local offer

Respondents told us that they would want to be able to access the following information from the local offer:

- Assessment and planning process
- Breaks and respite care
- Child care
- Complaints and appeal processes
- Comprehensive information about schools and the services and support they provide
- Contact information for providers and professionals (names, phone, email and website details)
- Directory of clubs, charities and support organisations
- Discounts and special offers
- Early years provision
- Eligibility criteria and thresholds
- Emergency out of hours provision and support to deal with situations and crisis support
- Events and training opportunities
- How to access services and the eligibility criteria for them
- Info about specific conditions and specialist advice specific to them (or links)
- Information about specific life stages including a guide of the process, check lists and what to expect
- Information on benefits and entitlements
- Information on how to apply for blue badges, bus passes and radar keys
- Out of area services and provision
- Pathways to diagnosis (who to go to, where and when)
- Peer, sibling and family support groups
- Personal budgets
- Post diagnosis support
- Referral process
- Safe guarding
- Self-assessment tools
- Specialist services such as occupational therapy, physical therapy, and speech and language therapy
- Techniques, processes and mechanisms to deal with or manage conditions, circumstances and behaviours
- Transport options and providers
- Who does what and their responsibilities

Involvement in developing the local offer

Respondents suggested the following as ways to involve children and young people, parents/carers and professionals in the ongoing development of the local offer:

- Feedback page
- Discussion forum
- Suggestions page
- Parental focus groups
- Regular monitoring and review of customer satisfaction, compliments, complaints and suggestions
- Pilot information with staff, parent/carers and young people
- Regular engagement with parent carers/families and young people via user groups, events and activities
- You said – we did feedback

Respondents wanted to be able to find information in a variety of ways including:

- Easy to use and comprehensive search by key words and terms
- Suggestions based on frequently asked questions, other peoples searches and page views
- A to Z
- Glossary of key terms
- What's new

Co-Production

We are working together with children and young people, their parents/carers and our partners in the development of the Local Offer.

“We are so pleased to be involved in the development of the local offer and to be able to help make a difference. As parents of children with additional needs, we recognise the importance of having the right information to support you at every stage of the journey.” **South Glos Parents and Carers Forum**

“As a parent to a 10 year old disabled son and a foster carer to children with lots of different needs, I have experienced the frustrations of not knowing where, or whom to turn to. I believe that if parents and professionals work together and get our voices heard, then we will be able to build on the services we already have and make a difference.” **Parent**

Education – Strategic Review of Special Educational Needs

Following the final report from the South Gloucestershire Education Commission, a strategic review was commissioned to evaluate the current quality, efficiency, effectiveness and sufficiency of school provision for children and young people with Special Educational Needs (SEN), in South Gloucestershire. Much work had already taken place to plan for the requirements of the Children's and Families Act and specifically to implement a 0-25 service for children and young people with Special Educational Needs and disability from September 2014.

As a result of previous SEN reviews, the local authority developed provision for young people with emotional and behavioural needs, extended special school buildings, increased planned places for communication and interaction including speech, language, communication (SLCN) and autistic spectrum disorders (ASD) and more recently, developed a new resource base provision.

The Strategic Review was designed to draw on existing information and to provide key recommendations to meet the changing demographic needs in South Gloucestershire.

The review Strategic Review reported on four overarching themes which are reflected in the implementation plan:

Improving the quality of specialist provision and outcomes for children and young people with Special Educational Needs:

- Supporting the implementation of the Local Offer for children and young people who are disabled and/or have Special Educational Needs
- Ensuring sufficient and effective provision for children and young people aged 0 -25 is planned effectively based on current and forecast need
- Ensuring effective school funding arrangements for SEN are planned and implemented

The implementation plan has been drawn up in consultation with headteachers and governors of special schools and schools with specialist resource bases. The Education Partnership Board, Primary Headteacher Executive and South Gloucestershire Secondary School Headteachers as well as a range of officers.

The progress of the implementation plan will be overseen by the Education Partnership Board.

What we have done so far

Commissioning of places strategy 2013 - 2018

The Commissioning of School Places Strategy sets out the need to add and remove primary and secondary school places in response to changing demographic trends in South Gloucestershire.

The strategy pulls together the information required to form a strategic view of the need for places across South Gloucestershire. For the first time this Strategy includes an analysis of demand for future specialist placements, following the Strategic Review of Special Educational Needs.

Schools

The initial engagement and implementation work with schools and other education and skills providers continues and we continue to take forward the progress and development of our links to their offers.

Early Education and Childcare work

Briefing sessions focussing on the Local Offer were delivered to early years settings (pre-schools, nurseries and child minders) in venues across the authority during March 2015 with further development work planned to commence in September to support them in publishing their offer.

Health - Children's community health services

South Gloucestershire, Bristol and North Somerset Clinical Commissioning Groups (CCGs), in partnership with local authorities and NHS England, are working together to commission community health services for children and young people.

The services that fall within children's community services include; health visiting, school nursing, child and adolescent mental health (CAMHS), speech and language therapy (SALT), occupational therapy and physiotherapy, community paediatricians, and a range of dedicated services for vulnerable children including children in care, children with learning disabilities, children with life limiting conditions and children with drug and alcohol problems.

What we have done so far

Over the first half of 2014, the commissioning organisations worked together to seek the views of children, young people, parents, carers and health, education and social care professionals on the current children's community health services. We also asked how we can use this opportunity of re-commissioning to make services better by trying to remove boundaries and make services more integrated.

The feedback we received during the last phase of the project is being used to develop a new service specification that meets the needs of children and young people.

See more at:

<https://www.southgloucestershireccg.nhs.uk/get-involved/childrens-community-health-services/childrens-community-health-services-overview>

The links between the Children and Families Act 2014 and the Care Act 2014

Importantly, the Children and Families Act 2014 introduces a system of support which extends from birth to 25, while the Care Act deals with adult social care for anyone over the age of 18. This means there will be a group of young people aged 18-25 who will be entitled to support through both pieces of legislation. The two Acts also have the same emphasis on outcomes, personalisation, and the integration of services.

Information, Advice and Support

Children and Families Act

- Duty to develop a Local Offer of services and support available across education, health and care from 0-25 for disabled children and young people and those with SEN and their parent carers
- The Local Offer must be coproduced with disabled children and young people and those with SEN and their parent carers
- Duty to provide Information, Advice and Support (IAS) directly to children, young people and parents on matters relating to SEN and disability
- IAS available through a single point of access which can signpost to other services and types of information
- All information from both the Local Offer and the IAS service must be accessible
- Duty on local authorities to review their local offer, publish comments that they receive on their local offer and publish their response to those comments

Care Act

- Duty to establish and maintain a service to provide information and advice relating to care and support to individuals and relating to support for carers

The service must provide information about:

- How the system operates in its area
- The choice of types of care and support and choice of providers
- How to access the care and support
- How to access independent financial advice on matters relevant to meeting the needs for care and support
- How to raise concerns about the safety and wellbeing of an adult
- Provide sufficient information and advice to enable adults to plan for meeting care and support needs that may arise; Information must be accessible

Parent and Carer Forum – Do you want to make a difference?

South Glos Parents and Carers are a group of parents and carers in South Gloucestershire with children and young people who have a disability or additional needs. They work to make sure that parent's voices are heard when it comes to planning and decision making about the services and information for our families in South Gloucestershire. They are an independent and voluntary organisation that works in partnership with us and the NHS by informing of good practice and the views of how services impact on family life.

In March 2015, a participation event for SEND was held and they were fortunate enough to have Brian Lamb OBE as the guest speaker. Brian is a national figure in the education of Children and Young People with SEND.

For more information and join our Parent and Carer Forum to be involved please visit: www.sglospc.org.uk. Or call 01454 501009.

For details of the latest news from the forum
<http://www.sglospc.org.uk/wp-content/uploads/2015/06/SGPG-Magazine-E4.pdf>

0 – 25 Partnership Board launches in South Gloucestershire

South Gloucestershire's 0-25 Partnership Board met for the first time on 18 June 2015 to oversee work to give children and young people with additional needs better choices and opportunities in their lives.

The board will monitor the progress of the 0-25 Service and promote the independence, rights, choice and inclusion of children and young people with special educational needs and/or disabilities and their family carers.

It will be a place where council departments, health services, special schools, the local parent and carers' forum and other providers can share information about what is happening in the area. Board members will engage with children, young people and carers to make sure that their views and wishes are heard and acted upon.

The 0-25 Service's vision is to give every child and young person with a special educational need and/or a disability the best chance to succeed in life by enabling them to maximise their potential at school and college and to move successfully into adulthood. The service was set up in September 2014 to help deliver changes to the way children and young people with special educational needs and disabilities (SEND) get support.

Local Offer Comments and Feedback

Survey response: What options should we consider for you to be able to make comments and feedback to review and develop the local offer?

95% Online response 68% Face to face feedback via events or local groups

53% Written response 32% Telephone feedback

Local Offer statistics from 01 September 2014 – 31 July 2015

	Internal	External
Total number of all views for Local Offer web pages	8,468	14,985
Number of page views for Local Offer Home Page	2,213	3,480
Local Offer - Page for Guidance on education, Health and Care plans	744	1,023
Local Offer – Section for Education, health and care plans	587	731
Local Offer – Section for Education	272	617

Our response and actions to your comments and feedback

You said

Please can we have a section on how a parent would complete a self- referral, currently listed as young person assessment?

We did.....

The original document published was named an 'EHC young person self-assessment'. Parents told us that they found this confusing and the name was therefore changed in line with feedback to 'EHC self-referral request'

You said

The guidance on expectations of educational provision. This doesn't really tell you about educational provision more about EHCP and transferring over from statement.

We did.....

This document highlights the responsibilities and expectations placed on education settings in line with statutory guidance. We have worked and continue to work with settings to help them produce and deliver their offer and following our engagement work they are now publishing their offer. More information can also be found and continues to develop under the Education category of the South Glos Local Offer.

You said

Page: Special Educational Needs – This page is out of date and has no mention about the local offer at all. Not clear for parents and carers. Can it be linked to the Local Offer please?

We did.....

The page titled Special Educational Needs still exists as some information still relevant to children with SEND this information is continually being reviewed and is now linked within the Local Offer. We have made sure that when using the term SEN in the search engine of the South Gloucestershire website that the Local Offer page appears in the first couple of results.

You said

Hi, please can you update our service description from "Providing independent parental support to parents of children with special educational needs" to "A charity providing the information, advice and support service (IASS) to parents, children & young people with any type of special educational need or disability (SEND) from 0-25 years in South Gloucestershire. The service is independent, free, confidential and impartial to any parent who has a concern about their child's

education or any young person with SEND. “ So it is accurate at this link: www.southglos.gov.uk/health-and-social-care/care-and-support-children-families/local-offer/local-offer-information-advice-support

We did.....

This has now been updated and available on our Local Offer.

You said

www.southglos.gov.uk/health-and-social-care/care-and-support-children-families/local-offer/local-offer-information-advice-support/mediation

Hi this information is not correct and is not clear how families access the service. Please can it be updated ASAP.

We did.....

We reviewed with SG parents and Carers the information held on this page. The information was then amended and refreshed. Global mediation leaflet added also.

You said

We've had the following through as web feedback

www.southglos.gov.uk/health-and-social-care/care-and-support-children-families/local-offer/local-offer-transport-and-travel

Where is the SEN transport policy?

We did.....

The service area have reviewed and updated the transport policy. This information has been shared with Parent and Carer Forum and they have approved it's content and this has now been updated in our Local Offer.

You said

In South Gloucestershire's case the Disagreement Resolution search produced a link to Supportive Parents, while the mediation and mediation advice searches produced some very brief information about SEN mediation, but did not include any details of the provider or how to contact Global Mediation. Of course there may be information on your site that these search terms did not throw up; in which case I will have missed it.

If you want to add to the information on your Local Offer site you are welcome to use either of the model formats for wording that I circulated at the beginning of term - these are attached for ease of reference.

- Global Mediation

We did.....

Reviewed and refreshed page content to ensure accuracy. Global mediation leaflet now added to webpage.

You said

I am helping the learning disability charity Brandon Trust with getting information out about a holiday club for young people (11-18 years) with mild to moderate support needs that they will be running at their Elm Tree Farm site in Stapleton. I was wondering if there was a way to get some information about it included on your website as part of the South Glos local offer/information?

We did.....

Highlighted 1 Big Database – a directory of services for families as a resource to be utilised. There is a link in the South Glos Local Offer to 1BD.

You said

Short breaks for disabled children

[\(https://www.southglos.gov.uk/health-and-social-care/care-and-support-children-families/local-offer/local-offer-social-care/disabled-children-and-young-people/short-breaks-for-disabled-children/\)](https://www.southglos.gov.uk/health-and-social-care/care-and-support-children-families/local-offer/local-offer-social-care/disabled-children-and-young-people/short-breaks-for-disabled-children/)

Enquiry: HI Please can families have an up to date list of the short break activities.

We did.....

We have updated the document on this page and short break information we hold on the South Glos website.

You said

Mental health services

[\(https://www.southglos.gov.uk/health-and-social-care/care-and-support-children-families/local-offer/local-offer-health/mental-health-services/\)](https://www.southglos.gov.uk/health-and-social-care/care-and-support-children-families/local-offer/local-offer-health/mental-health-services/)

Enquiry: A gap here as there is no content re services for children and young people with mental health needs seems to be adults only.

We did.....

A needs assessment for children and adolescent mental health is underway with input from the Children's Trust Board. In addition, we developed our Mental health and emotional wellbeing information and updated this in our Local Offer

Our forward plans

Joint Strategic Needs Assessment

The Joint Strategic Needs Assessment (JSNA) provides a picture of the current and future health and wellbeing needs of the local population. Our Health & Wellbeing Board use the JSNA to agree overarching priorities to inform the development of our Joint Health & Wellbeing Strategy (JHWS). This strategy will, in turn, inform local health and care commissioning plans. The update and refresh our Joint Strategic Needs Assessment and Joint Health & Wellbeing Strategy process commences in the autumn.

0 - 25 Partnership Board

The 0-25 Partnership Board are now working on their business plan and priorities identified for further development include:

Pathways for:

- Early Years and preparation for school
- Moving from education into training and employment
- Preparing for adulthood

Information and advice

NHS Choices – Working in Partnership via content syndication

We will be taking forward the further co-ordination of information via the NHS Choices syndication programme, which allows partners to embed NHS Choices content (including multimedia tools and more than 900 videos) within their websites, negating the need for in-house development or external signposting. In the past year, 50 million people have viewed NHS content via partner websites.

Syndication allows you to pull content from the NHS Choices website via a feed. This means that any information you syndicate will remain up-to-date, regardless of any changes we make. This content spans the website, meaning you can pull in single articles on a condition, or whole chunks of information.

Safeguarding Board web

Since April 2014, for the first time, the management and administration of both the Safeguarding Children and the Safeguarding Adults Boards sit within the same service area of Children's Adults and Health. Bringing them together in this way means greater synergy between the two boards and their work and greater consistency in how safeguarding is dealt with in South Gloucestershire.

In March 2015, the Safeguarding Adults and Safeguarding Children's Partnership Boards agreed to bring together information together on a single platform. The website now holds safeguarding information for a wide audience including; board members, professionals, parent/carers, service users, children and young people and members of the public.

<http://www.southglos.gov.uk/safeguarding>

Improving the accessibility of all information

NHS England have published guidance on the Accessible Information Standard. The 'Accessible Information Standard' – directs and defines a specific, consistent approach to identifying, recording, flagging, sharing and meeting the information and communication support needs of patients, service users, carers and parents, where those needs relate to a disability, impairment or sensory loss.

What we have done so far

We have worked to continually improve accessibility of all our online information so that we provide information in a format which is accessible to all, regardless of ability or disability. Our website is programmed following accessibility guidelines and web standards with the aim that it does not exclude anybody due to:

- their abilities, or
- the method they choose to access the web

The council website allows you to:

- change text size and contrast
- use access keys to navigate around the website without having to use a mouse or other pointing device
- listen to our website using Browsealoud

We have made every effort to ensure the site is easily readable using 'plain English'. We also make sure that the website design is not an obstacle to its usability and readability.

eDocs are our new way of publishing documents online to provide content in an accessible, updated and mobile friendly format. You can listen to, share and download each document. eDocs allow you to translate the document into a number of languages and change the look to ease reading.

Feedback contact details

We continue to improve our Local Offer and welcome your comments. Please use the feedback buttons on each webpage in the Local Offer. Visit our Local Offer [Engagement and Feedback pages](#) to find out more or email: cahinfo@southglos.gov.uk

FREEPOST RTCT-JXLE-EETT

South Gloucestershire Council
Children, Adults and Health - Systems and Performance Team
Civic Centre
High Street
Kingswood
Bristol
BS15 9TR

You can also provide feedback via the Parents and Carers Forum. Find out more by visiting www.sglospc.org.uk, or calling 01454 501009