Welcome to the second Local Offer Annual Report 2016. Please see above a timeline of the Local Offer since January 2014 to the present. Within this report we hope to give you an update of what we have achieved this year and our plans for the future.

Some of the key developments to our Local Offer between September 2015 - 2016 include:

- a new online calendar of events, posting events / activities / training opportunities for children, young people, families and professionals;
- improved Comment feature on service providers service card;
- adding a button ‘How to use our Local Offer’ on the homepage to enable users to be aware of all the different ways in which you can use the information on the website;
- service providers can now add a video to their service card; and
- increased the number of ‘information’ pages to now include: Latest News, Just Diagnosed, SEND Strategy and Sharing Good Practice.

Thank you to all those who have and continue to promote our Local Offer. Our Local Offer needs your support.

If you would like to be involved please email localoffer@westsussex.gov.uk and find us on Facebook and / or Twitter.

What you said...

“Love your new site, have a few events that could be added.”

Service Provider
The Vision for our Local Offer:

First Port of Call:
Our aim is for everyone to be able to find services, events and information using the Local Offer and to receive support from within their local community as well as through regional and national services.

Think Local Offer:
If you use a service that is not yet on the Local Offer, let them know why they should join us. After using that service leave a comment to help inform others about using that service.

Identify Gaps:
Where services and information aren’t available we will ensure decision-makers are made aware of this so this knowledge can influence future commissioning decisions.

Improve Quality of Services:
By leaving constructive reviews / comments and feeding back about gaps in services, we hope this will encourage service providers to continue to deliver quality provision, making improvements based on the comments that are made.

Continue to grow and improve to reflect the changing needs of the SEND community.

October
Local Offer Month
Calendar of Events
Revamp of the Local Offer homepage
Categories and Searching
Local Offer awareness month - social media
Parent and Carer Event (PACE)

March
Development Sprint
Comments feature improved Videos now posted on service cards
First Bi-Weekly Newsletter distributed
New information pages added

Future developments
Launching webinars
Local Offer Roadshow

2016
How have we worked on achieving our vision for the Local Offer?

**Vision 1: First Port of Call**

*Our aim is for everyone to be able to find services, events and information using the Local Offer and to receive support from within their local community as well as through regional and national services.*

We are aware that you need to first know about the Local Offer to be able to start using it. Our first action therefore has been to increase awareness of our Local Offer.

We have developed peer to peer networks, Local Offer Champions, supported front line staff and developed our communication strategy.

**Working Together**

**Peer to peer networks:**

We appreciate the value in receiving information from another parent. Therefore, there are now over 20 active Local Offer Parent Ambassadors through the West Sussex Parent Carer Forum. They are informed in using the Local Offer to be able to signpost others parents to services.

**What you said...**

“We found the West Sussex Local Offer website well supported, easy to access and well laid out, in our experience the best we’ve seen in the South East Region”

*Stephen Sellers—Farm Buddies*

“I just wanted to say how much I enjoyed meeting and getting to know the other Local Offer Ambassadors over dinner at X. I’m so pleased to be a Local Offer Ambassador, as the Local Offer provides a wealth of information on services and events for families who have children or young adults with additional needs.”

*Local Offer Parent Ambassador*
Local Offer Champions

There are a number of Local Offer champions which sit on the 'Local Offer Steering Group' to share their different expertise. They are vital in ensuring the success of our Local Offer. This year the Local Offer steering group have met bi-monthly. Minutes of meetings will now be published on the 'Latest News' - Meetings information page.

Their involvement is vital in:

- encouraging services to add their service and events to the Local Offer;
- making our Local Offer available to all;
- researching and identifying areas of focus to be developed;
- supporting the monitor and review of our Local Offer;
- attending events / workshops to promote / encourage the development of our Local Offer; and
- providing information about county provision where services are oversubscribed or there are gaps in service provision.

Supporting staff to be able to signpost to our Local Offer.

We have enabled front line staff to be able to signpost children, young people and their families to the Local Offer through increasing awareness and co-producing a new leaflet with parents. This year (2016-2017) we will be running a county wide roadshow.

What you said...

“In all honesty I had never heard of the local offer until Sue (lecturer) mentioned it. As a trainee teacher it has opened my eyes and shown me that there is help out there and that as a teacher you do not have to deal with challenging or at risk children by yourself; it has also shown me that the class teacher cannot always be the help that each child/family may need.”

Student doing a BA in Primary and Education Teaching Course
Communication

We have worked on our communication strategy to present information from the Local Offer in different formats and promote through different channels including Facebook, Twitter and a Bi-Weekly Newsletter to ensure we can reach wider audiences and make the information more appealing to you.

In May 2016:

- 46% of users were directed to the LO via Google or other search engines
- 22% through a link on another website and newsletter
- 17% of users to the Local Offer in May were signposted to the Local Offer via social media (Facebook / Twitter)
- 14% of users typed local-offer.org to get to the Local Offer

Increase awareness of the Local Offer

Presentations were co-delivered by the Local Offer Officer and Local Offer Parent Ambassadors. Presentations were delivered at: Parent and Carer Event (PACE); SEND Reforms One Year on Events; and support groups in schools and the community.

See the graph to the right showing how the number of users to the Local offer has increased since October 2014. (Please note these numbers reflect external users and not Local Authority employees.)
Vision 2: First Port of Call
If you use a service that is not yet on the Local Offer, let them know why they should join us. After using that service leave a comment to help inform others about your experience.

Increasing Content
By working with children, young people, parent carers, providers and practitioners we have added new events, services, and information to include on our Local Offer.

What you said...
“What you’re doing is so valuable for SEND parents and carers, people like me need to lay our hands on information quickly, the Local Offer is the perfect place for this! I think it’s a brilliant resource and I’m more than happy to do a little towards populating it well.”
Local Offer Parent Ambassador

“I’ve started using your local offer website and it’s fantastic. The only problem is that if I post a review my username comes up as the first part of my email address xxx. I would really like to recommend a service I recently used, but would prefer to be able to post a review anonymously as I’m sure many people would, especially if it requires a medical referral.”
Parent

Comments on Service Summary Cards
The comment feature on the service summary cards has been improved and now shows the newest comment first. Also services are able to respond directly to the comment(s).
The comments feature gathers qualitative information enabling service providers and commissioners of services to know what is working well and / or needs improving.

Why is it important to take the time to leave your comments?
In West Sussex we are working on making the provision of services more responsive to the local needs and aspirations by involving you. Commissioners and services need to be aware of what is working well and what is not working well.

Currently, comments on service summary cards cannot be left anonymously. If you would like to be able to have your say without giving your identity then please use the ‘feedback’ button facility.
Albion in the Community

POSTED BY TIM.H.FINCH ON 25 MAR 00:16

My stepson has had hemiplegia since he was tiny and, having greatly enjoyed playing for Horsham Forest Flyers in the Sussex Disability Football league for some years, he recently found out about the new Cerebral Palsy Specific Programme for 16+ launched by Albion in October 2015. He went to his first training session on March 14th and was thrilled by the experience. He thought the training sessions were really well managed and he felt he was learning a lot.

As the programme is not pan-disability (which Sussex Disability is) it is much better for those with physical handicaps caused by cerebral palsy. As football is his great love, this programme was a real find. The only problem is that the Monday night sessions are held at The American Express Elite Football Performance Centre in Lancing from 8pm until 9.30pm on Mondays and that is quite a journey from Horsham. It would be great if more young people 16+ from Horsham or Crawley area were attending so that some shared transport arrangements could be set up.

Chichester College

POSTED BY THECOPESTONS ON 27 APR 21:45

The college have been very supportive and accommodating of my daughters needs. They have been proactive in offering her support and 1:1 sessions as well as use of a dictaphone to record lectures. They have also made allowances for her working in the kitchens/restaurant when she tires easily.
Vision 3: Identify Gaps
Where services and information aren’t available we will ensure decision makers are made aware of this so this knowledge can influence future commissioning decisions.

In West Sussex we have identified a number of gaps or where services aren’t responding to the needs or aspirations of children and young people. Below are a number of examples to evidence this. If you have any further examples then email localoffer@westsussex.gov.uk or use the ‘feedback’ button on the website.

Short Break Provision
A comprehensive consultation exercise took place at the beginning of 2015 and the feedback was used to shape our commissioning intentions for the new contracts which began on 1 April 2016. Families told us that they wanted to have more breaks together as a whole family, more access to sports including swimming and horse-riding and they also told us that school holidays is the time when they most need to have short breaks. As a result of this feedback we have commissioned more short break services around these priorities. We also wanted to ensure a better geographical spread of short breaks and therefore we have also commissioned services linked to the borough and district boundaries in order to try and achieve this. Funding for one-to-one short breaks has reduced and now has a much clearer focus on the outcomes that will be achieved. We have also allocated some funding to allow organisations to pilot and test new projects and they are encouraged to think creatively and innovatively about providing new and varied short breaks to children and young people.

What you said...
“I would like to feedback that there are no short breaks activities in East Grinstead at all. Specifically that there are no clubs or activities that parents can leave their children or young people at.”

Short Breaks are now provided in East Grinstead
“There was not much provision available for young people over 16”

Local Offer Provision for up to 25 year olds across the Preparation for Adulthood outcomes
Following an informal review of our work on the Preparation for Adulthood agenda, it was agreed that the various strands of work would benefit from being brought together in a single strategy - the West Sussex SEND Pathways to Adulthood Strategy (PtA). This would be fully inclusive of the 0 - 25 age range; provide a single vision for everyone - parent carers, young people, officers, partner organisations, and services to work towards; identify key priorities and outcomes for the next 3 - 5 years and outline the approach we would use to achieve them.

Part of our approach will involve further developmental work on the “offer” that supports the achievement of the PtA vision and outcomes; including an even greater emphasis on what’s available for the 18 - 25 age range and improved access to information about it, for parents carers and young people. An initiative is already underway to co-ordinate information on the Local Offer; Connect to Support and Your Space, and ensure effective links between them.
Cross County Border Issues

We have received comments from parents and settings who have had delays in children / young people being able to get support and provision.

On the West Sussex Local Offer we have provided links to the neighbouring local authorities Local Offer for information links to their services. However if a child or young person is:

- living in one local authority;
- going to school in another; and
- accessing health care / social care services in another local authority simply providing links to this information will not resolve some of the recurrent issues.

We are adding a working document called 'Cross County Border Issues' that will be on the Local Offer for all to access. The document will be structured in a Question & Answer format. In addition to this work we are sharing good practices of how best to support families in this situation.

We invite you to email (localoffer@westsussex.gov.uk) your question(s) to be part of this working document. We hope that this document will be beneficial to families in ensuring they can make informed decisions.

West Sussex have already worked with the Local Offer colleague from Hampshire’s County Council along with parent carers and health commissioners from Hampshire and West Sussex. We are looking to work with others in the future.
Vision 4: Improve Quality of Services

By directly involving children, young people, families, providers and professionals we hope to make the provision of services more responsive to the local needs and aspirations.

We will continue to attend events, workshops and organise a roadshow

This enables us to talk to you face to face and respond to your feedback. This has been significant in:

- developing links within the community; and
- engaging with parents, service providers and professionals to share how they can use the information from the Local Offer.

However, we are aware that West Sussex is a large county and there may be many other groups we haven’t yet reached. If you would like a visit please let us know by contacting us: localoffer@westsussex.gov.uk

Service responses and engagement

Some of you said that after finding information about services on the Local Offer you then tried to contact them. Some of you said that you did not receive a response.

Our Local Offer can’t be responsible for services responding directly to these questions as this responsibility ultimately falls to them.

What you said...

“Local Offer can reassure parents that there are services out there and how easy it is to contact (e.g. email service)”

Parent

Some parents shared a frustration that although the Local Offer publishes information about services there were barriers from being able to access the service due to services not responding to their enquiries.

Vision 5: Continue to grow and improve to reflect the changing needs of the SEND community

We will be working on using information from the Local Offer to:

- inform commissioners of comments posted on services summary cards;
- map current existing provision published on our Local Offer; and
- we will focus on auditing the information settings providing on their SEN Support (SEN Information Reports). A school must publish its report containing SEN information on their website. This report is also then linked from our Local Offer.
If you would like this information in another format, please contact us on 0330 222 8555.