

# East Sussex local offer Annual report on feedback 2014 to 2015



## Introduction

The local authority must:

- Publish a 'local offer' which includes information on education, health, care and other provision
- Publish an annual report on feedback about the local offer, showing what children, young people and parents have said about the local offer, and what the local authority has done in response to their comments.

Our local offer is at [www.eastsussex.gov.uk/localoffer](http://www.eastsussex.gov.uk/localoffer).

More information on what the local offer should include is in the [SEN \(local offer\) regulations 2014](#) and the [SEND Code of Practice 2015- chapter 4](#)

## Annual report on feedback about the local offer 2014-2015

We are 'co-producing' the local offer with children, young people and families. *Co production happens when all team members together co-produce recommendations, plans, actions and materials as a collective. This process develops over time, blends a range of expertise and perspectives, is driven by a solution focussed approach from all participants and requires strong leadership. Communication that is transparent and open, relationships that are equitable and respectful help the team overcome complex challenges and continue the process of learning together.(SE7 definition)*

This report shows how we worked with young people and parent carers in developing the local offer, what they said and what we did in response to their comments.

Activity	What you said	What we did
SE7 regional group, consulting with parents and carers	Parents and carers advised on a framework for local offers, principles for local offers, guidance for services and settings, and research on how parents want info presented	Designed the local offer structure in line with research findings. Adopted the local offer framework and questions for service offers locally <a href="https://czone.eastsussex.gov.uk/specialneeds/localoffer/Pages/main.aspx">https://czone.eastsussex.gov.uk/specialneeds/localoffer/Pages/main.aspx</a> . Forming a regional network of local offer managers, which will involve sharing of feedback from families.
Liaised with other authorities about young people's views.	Young people are feeding back that they want: clear, colourful, interactive pages; someone to	We are using this to guide development of our young people's website (C360). Local

	help them find info; use of videos.	disabled young people will be involved in this.
East Sussex Parent and Carer Council 'virtual panel'- small group of people giving views on structure of the web and the 'service offers'. Other comments from parents have been fed in by Information for Families	<p>Need to be able to search by age</p> <p>Need to be very transparent about eligibility criteria of services</p> <p>Service offers hard to find and hard to read</p>	<p>Added age search to the ESCIS family information directory</p> <p>All service offers are edited to check they are transparent. ESCIS will show eligibility clearly.</p> <p>ESCIS family information directory will link more easily to the service offers. Further user testing will be done.</p>
East Sussex Parent and Carer Council event and workshops at parent support groups.	<p>Web pages need to work for people who have specific information to find, and people who want to browse (sometimes go round and round)</p> <p>Need to be able to search for universal as well as specialist services</p> <p>16 plus section needs improving</p> <p>Need to be clearer who can have personal budget</p>	<p>A series of workshops during 2015 to 2016 will improve the web pages so that they answer specific questions. The local offer landing pages have been removed so you get to information quicker if browsing.</p> <p>'Search for specialist services' being added to ESCIS family directory. On web pages, specialist support (e.g. SEND) being shown alongside universal.</p> <p>Workshops planned</p> <p>Working group developing personal budget info, involving East Sussex Parent and Carer Council</p>

	<p>Not enough about transfer reviews</p> <p>IAS pages need to be clearer (Advocacy)</p> <p>Need to be able to get information about health processes as well as services. E.g. diagnosis</p> <p>Need info on personal assistants. There also need to be more personal assistants available</p> <p>Parents want their schools/ services to know about the local offer.</p>	<p>Workshop planned.</p> <p>Page being reviewed.</p> <p>Will ask health services to produce web information.</p> <p>Develop info on personal assistants jointly with ESPACC, and exploring using 'support with confidence' to register carers.</p> <p>Promoting local offer in training to schools and other practitioners.</p>
Feedback from individuals- Information for Families pass on difficulties they or parents have with finding info.	Various- e.g. Childcare for children with SEND , SEN transport	Changes to pages made, or pages prioritised for review.
SEND information, advice and support service steering group	Standing item on agenda	
Local Offer working group	ESPACC has commented that they are unclear of the connection between SEND Joint Commissioning Group and operational activity, including on local offer.	Local offer working group to be set up, to include parent representatives. This will ensure stakeholders are consulted about changes to local offer they should have influence on, informed about decisions that they cannot influence, and feed in any information that will have influence on local offer (e.g. corporate website changes).



