



Annual Report on Local Offer Feedback and Actions Taken



April 2017 to March 2018

Summary

The Local Offer is what's on offer for children and young adults with special educational needs and disabilities (SEND) in East Sussex.

This report shows how we have developed the Local Offer information and services in response to families' views.

Families were involved in a number of ways including advising on the website design, important content and accessibility of the information. They also contributed to a number of consultations and activities to develop services and strategy for children and young people.

The Local Offer, and information on how to get involved, is at:
www.eastsussex.gov.uk/localoffer.

This report is a requirement of the [SEND \(local offer\) regulations 2014](#).



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1. Feedback about Local Offer web information

Getting the Local Offer to families

You said

Some members of ESPaCC and iContact said they felt the Local Offer website may not be very welcoming or recognisable. This may lead to people not wanting to use it.

During the Ofsted/CQC Joint Area Inspection, lots of parents and carers said they did not know about the Local Offer.



We did

We designed a logo with young people and parents and added it to the home page, social media and promotion materials. We also made a short video and will make use of social media.

ISEND services and other key Children's Services teams will let families know about the Local Offer and use it with them when working with them. Next, we will promote the Local Offer to families, education providers and community services.

We helped organisations use the [special educational needs events listings on escis](#). There are now a lot more events/courses on there.



Making the Local Offer easy to use

You said

We visited support groups including Families for Autism, Special Parents and Special Kids Bexhill group to see what they wanted to look for in the Local Offer.

Accessible activities, respite, and clear information about support in schools were popular things, but they were not always easy to find.

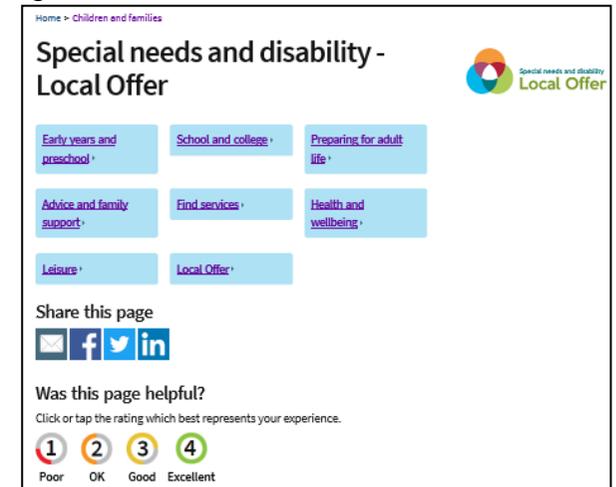
ISEND staff also said that parents often ask them for this information.



We did

We undertook a project with our Digital Services team to improve the web information:

1. We identified the common 'user journeys'. We looked at the parent feedback and the statistics on web use. The main user journeys were: i-go leisure card; SEN support; finding a primary school for a child with SEN; home school transport; asking for an Education, Health and Care plan; where to get advice; emotional wellbeing and mental health; accessible leisure activities; respite care; how to contact my child's EHC caseworker.
2. We tested the existing pages with users
3. We designed a new structure for the main Local Offer pages and tested it offline with more than 300 people, including some parents and carers.
4. We also made the pages simpler and easier to read.



Moving around the Local Offer

You said

Some parents we met at the parent groups said they liked escis but it is hard to filter your results, so you get very long lists.

Some parents said they would like to see accessibility information about all leisure providers, not just i-go providers. For example, they would like to know what childcare providers do for children with additional needs.

Some parents found it confusing moving from the Local Offer on eastsussex.gov.uk to escis.org.uk or C360.org.uk and back again.

We did

We added a sub header to the individual escis records. We will ask providers to provide a web link to put under this sub header:

 **Accessibility and additional needs**

We have started to look at how we can improve the filter and make sure things are categorised correctly. Parents are helping us re-write some of the service information. We will also look at how the different websites we use in the Local Offer fit together.

Information about schools

You said

We are aware through our work with parents that sometimes it is hard for families to understand what mainstream schools can provide, including special facilities in mainstream schools. More information would help them talk to schools and feel positive about schools.

We did

- We helped schools write their [SEN Information Reports](#) for their websites.
- We published a [SEND prospectus](#) to show the strong support that is available to children in nurseries, schools and colleges.
- We simplified the Local Offer webpages about [Extra help in schools](#).

Information about options for young adults

You said

A few parents contacted us saying it is hard to find information about supported housing, training options and personal assistants for young adults.

We held a focus group with three parents to see how the information could be improved.

We did

We created a [new page about housing options](#) for adults with learning disabilities. We will look at ways to make it easier to search for personal assistants.

Making the Local Offer accurate

We received lots of helpful comments by email or on the [online feedback form](#). People spotted broken links, or services that had closed or changed their eligibility criteria.

Feedback from young people

Most of the feedback this year was from parents and carers. We have started to talk to the [Youth Cabinet](#) and have set up The Able Group, a youth voice group for disabled young people.

Meanwhile, we published information for young people about [mental health and wellbeing on C360.org.uk](#)

We also we published information for young people about how to have a say in your support plan. [Your rights and voice- learning difficulties or disability- C360.org.uk](#)



2. Feedback about ISEND services

We asked children and parents who used our Inclusion and Special Educational Needs and Disability (ISEND) Services to complete surveys.

This was done when the case was closed or at fixed points e.g. every two terms if support was longer term.

One of the key questions we asked was 'Have things changed for the better as a result of support from ISEND?' 85% (366) of parents and 82% (312) children said things have changed for the better. We looked at their feedback to make improvements. The [You said, we did annual report for Children's services](#) shows changes made to some of the ISEND services, and other Children's services as a result of feedback

3. Work with East Sussex Parent and Carers Council (ESPACC)

We worked in partnership with ESPACC and they have reported on their achievements on [their website](#).

4. Work with Amaze SENDIASS

In September 2017 the local charity Amaze took over the delivery of the Special Educational Needs and Disability Information Advice and Support Service ([SENDIASS](#)) and have worked hard over recent months to promote the service and engage with parents and young people. Amaze have a wealth of experience in delivering this service as they have been delivering SENDIASS for Brighton and Hove for a number of years. Within the first six months of service delivery Amaze have been able to support an increasing number of parents.

5. Independent review of parent participation

We asked Amaze to work with families to find out how we can develop parent carer involvement. They wrote a report making recommendations including reviewing the management structure of the parent carer council, and developing a co-production agreement between the local authority and the parent carer council. Full details of the recommendations can be found in the link below.

[Building parent carer participation in East Sussex- Amaze 2017 \(opens new window\) \(Adobe PDF, 6319k\)](#)

6. CQC/OFSTED Joint Area Inspection

Families gave feedback during the OFSTED/CQC joint area inspection in 2016. This report shows what we have done in response.

[Joint area inspection- one year on \(opens new window\) \(Adobe PDF, 400k\)](#)

7. Special provision capital plan

We consulted parents and carers on how best to use our funding for new school places/ improvements to school facilities. This helped us in our decision to create 131 places in two new special schools.

[Special provision capital plan- planned expenditure and consultation results \(opens new window\) \(Adobe PDF, 21k\)](#)

[Special provision capital plan- summary \(opens new window\) \(Adobe PDF, 82k\)](#)

8. High Needs Funding review

ISEND, schools, parents, carers and health and social care representatives looked together at how the High Needs Block Funding can best be used support children in with special educational needs (SEN) in schools. The developments are well already underway, and will continue during 2018 to 2019. [High Needs Funding Review- Summary report May 2018 \(opens new window\) \(Adobe PDF, 270k\)](#)

9. Plans for 2018 to 2019

In the coming year we plan to develop the participation of children and young people in the Local Offer information and services and the SEND strategy. We also aim to work with health partners on the involvement of children, young people and parents and carers in the development of the strategy.