

Annual report on feedback about the East Sussex local offer April 2015 to March 2016



About this report

The local authority (East Sussex County Council) has a legal duty to:

- publish online information about what is available for children and young people with SEN and disabilities in East Sussex age 0 to 25
- work with children, young people and parents to develop the services available
- publish an annual report showing comments from, or on behalf of children and young people with SEN or disabilities and their parents.

Our local offer is at www.eastsussex.gov.uk/localoffer.

Information on the legal requirements for the local offer is in the [SEN \(local offer\) regulations 2014](#) and the [SEND Code of Practice 2015- chapter 4](#)

This report includes what you said and what we did about:

- gaps in the information
- making the information accessible
- improving services.

Gaps in the information	
What you said	What we did
<p>1. The Local Offer Working Group (includes parents) and the Local Offer Development Manager identified and agreed the gaps we needed to fill at the beginning of the year:</p> <ul style="list-style-type: none"> • SEN support in work related training • becoming an adult • support for parents with caring. <p>2. A maintained school governor could not find the lists of independent special schools.</p>	<p>The LO Development Manager met with training providers in East Sussex to agree the information they will publish for young people with SEN and disabilities and published guidance for them.</p> <p>We have drafted a 'getting ready for adult life' section and are consulting young people on the content. We published new pages on the Children's Disability Service showing criteria for accessing the service.</p> <p>We published a page on parent support groups and training and are working with social care teams to improve the information on family assessment and carers assessments.</p> <p>We published an Asking for a school or college page with a link to independent schools on www.gov.uk. The schools in East Sussex directory also has links. We published guidance for independent special schools showing them how to publish their 'service offer' in an accessible way.</p>

<p>3. A parent could not find information on eligibility for personal budgets and how decisions are made.</p> <p>4. A member of public asked for information on habilitation support for visually impaired children.</p> <p>5. A nursery teacher said that the nursery offer format was hard for parents to understand.</p> <p>6. The National Deaf Children's Society (NDCS) gave us feedback about our local offer.</p> <p>7. The NDCS also asked us to publish information on services that can be bought with personal budgets and direct payments.</p>	<p>We improved our web page on personal budgets and included a link to a more detailed guide.</p> <p>We published a page on help with getting around.</p> <p>We published new guidance to nurseries about the information they need to provide to parents.</p> <p>We met with the NDCS and services working with deaf children in East Sussex and we improved the deaf and hearing impairment pages to include information on assessment, and what the Sensory Needs Service does for different age groups.</p> <p>We published guidance for private and commercial providers and will be encouraging them to put their information on the East Sussex Community Information Service (escis) directory. We also put a link to escis from the personal budgets and direct payments webpage.</p>
---	--

Making the information accessible	
What you said	What we did
<p>Special educational needs information</p> <p>1. We user tested the special educational needs pages. People said they wanted information on who to call. We also visited some parent groups and found out the different ways people like to find information.</p> <p>2. The SEN and disability advice service gave us feedback about what information parents find useful when working with schools and the local authority.</p> <p>Information for young people</p> <p>3. We know we need to improve the information for young people so we asked the Young Inspectors at East Sussex Community Voice to give us their views. This included looking at C360, the website for young people.</p> <p>Information about schools</p> <p>4. The SEN and disability advice service said that school 'local offers' were sometimes hard to find, and sometimes not specific enough to help parents. They</p>	<p>We created a set of pages called help with learning structure of the special educational needs pages, so that people can get to the right bit at the right time. We made the pages shorter. We put in links to the SEND advice service and Independent Support Service so that users know who to contact and how.</p> <p>We incorporated this feedback into the what to expect from schools and colleges page in the SEN support section, including a a helpful checklist for meetings.</p> <p>The Young Inspectors will do a report on this activity. We are also visiting other groups of young people. Then we will make an action plan showing how we are going to improve the web information based on their feedback. Meanwhile, we have written a new page Advice for young people with additional needs so that young people and their helpers know where they can go for information and advice.</p> <p>We gave schools guidance on what to publish about their provision . We did this collaboratively with the Standards and Learning Effectiveness Service and with the East Sussex Parent</p>

also said the term 'school local offer' was confusing parents, as the local offer is also the broader thing on eastsussex.gov.uk

Information about services

5. The East Sussex Parent and Carer Council local offer group said that some of the service offers on the escis directory were too long.
6. Information for Families said that the service offers were hard to find on escis.
7. We did some user testing of escis. We found that people liked the search bar but did not use the category buttons. They did not use the local offer button that had been created before.
8. Some people said it was hard to find lists of services from the local offer page in escis. In particular, they were looking for lists of services that help schools, e.g. ISEND services.

and Carers Council local offer group.

Each school's information is now called an 'SEN Information Report' rather than a 'local offer'.

We worked with the parent group to design a new [service offer format](#), with a clear summary at the top. We also asked them to feed back to several services about their service offers, and the services made changes as a result. We improved the way the service offers are shown on the escis directory.

We have started to work with service providers to help them improve the information on their own websites, so that the local offer can link to them, rather than having to publish it ourselves.

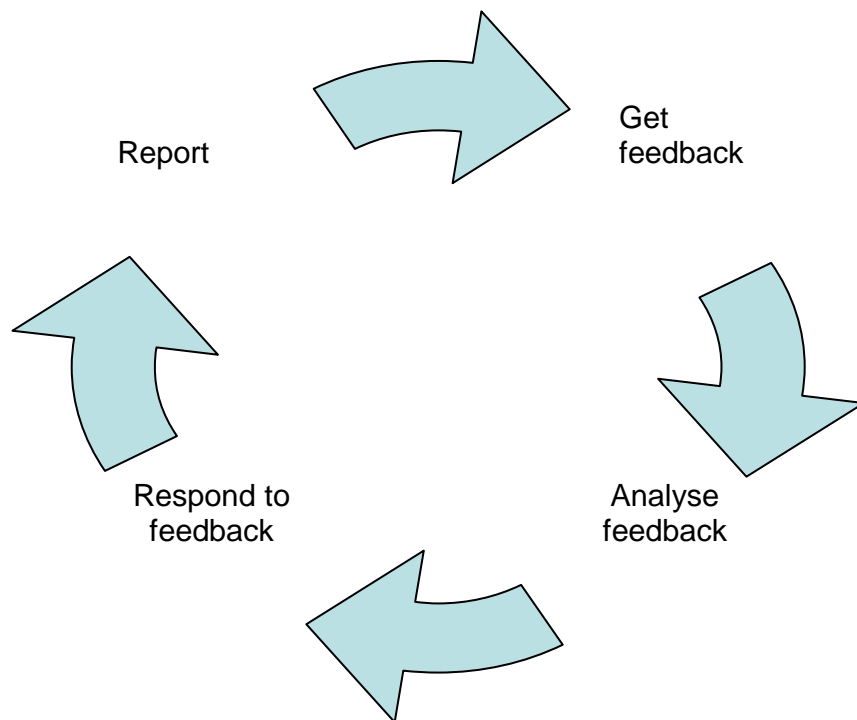
We made several improvements to the escis directory.

- took away the local offer button
- Added an age range search
- Improved the keyword search

We added a [search for services](#) page to the local offer which links to the escis directory. We have added a '[services supporting nurseries, schools and colleges](#)' page.

Improving services

To support our [ISEND strategy](#) we are currently improving how we co-ordinate and use feedback from families, and what we do in response to feedback. We are putting in place a 'local offer feedback cycle'. A feedback group within the local authority will co-ordinate and analyse feedback, and will work with the Local Offer Working Group to ensure feedback from children, young people and parents and carers is used when developing services. The Local Offer Working Group is a group of stakeholders including parents and carers, children's services, adult services and health representatives.



Feedback and response 2015 to 2016	
East Sussex Parent and Carer Council (ESPaCC)	A report on the activity and outcomes of the work of ESPaCC will be published next year
Surveys of people using East Sussex County Council children's services	You said, we did report 2015- 2016
Complaints	Children's Services Complaints Report
Tough budget decisions- adult social care savings	Consultation and results
Travel support for post-16 and pre-school children with SEN and disabilities	Consultation and results