

ANNUAL SUMMARY OF THE LOCAL OFFER: PROGRESS AND NEXT STEPS

Date: 24th November 2016

Version: 1

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1. NORTH TYNESIDE CONTEXT

1.1 Overarching Vision

The families of disabled children and those with special educational needs during the period 2012 -2013 parents identified the following vision:

To provide a holistic process and protocols to ensure the development of single plans from birth to twenty five, ensuring that all children with additional needs and disability have a good:

- early start
- play experience
- school experience

That lead to:

- Paid work
- Independent living
- Friendships, relationships and community inclusion

Good is such that staff are well trained and parents have confidence that they are meeting the needs of the child.

In 2015-2016 the vision continues to provide our direction of travel.

In the period June 2015 to July 2016, teams have worked to consider a SEND /Whole Life Disability pathway and process. We need to be assured that whatever the age of the person, we quickly identify needs , ensure appropriate resources are in place to meet the assessed needs and we measure the impact of our work on the experiences of the user.

To oversee our work an assessment board considers early identification, a commissioning board oversees our “local offer” and joint commissioning and the impact board identifies whether the experiences of a child improve.

It is recommended that the Success indicators identified by parents in 2012-2013 remain in place.

- Information is accurate and accessible re services in place to meet the assessed needs of the child.
- Parents know what they can reasonably expect their local authority/Health services to provide
- Greater control for parents over the services that they and their family can use

2. PROGRESS WITH 2015/2016 ACTION PLANS

<p>2.1 What we have done</p> <p>The group have continued to meet. There is evidence of monthly meetings where the “two Local offer chairs” review the draft minutes of the previous meeting and plan the agenda for the next meeting.</p> <p>There are minutes of monthly meetings In order to support the development of the Local Offer, additional support has been acquired from the Local Authority commissioning team.</p>	<p>Next steps</p> <p>Continue to meet on a monthly basis and adhere to Terms of reference.</p>
<p>2.2 Continue to receive feedback on the information in the local offer and provide evidence of change.</p> <p>What we have done</p> <p>Parents provided feedback that there were parent courses being cancelled. Parents were keen to be able to support their publicity to ensure more parents attended and the courses could continue All together Better parents group met with the councillors to discuss training of parents /carers.</p> <p>As a result councillors have produced a final report. One of the recommendations requires an approach the Carers centre to promote current training courses and consider new.</p>	<p>Next steps</p> <p>Provide evidence of plans being achieved to Carer scrutiny committee.</p>
<p>Continue to receive feedback on the information in the local offer and provide evidence of change.</p> <p>What we have done</p> <p>Schools identified that they required regularly used information easily available within a single “Schools Handbook”. Parents have been involved in this group and are supportive</p>	<p>Next steps</p> <p>Parents will look to develop a similar handbook for parents. It would help if a parent handbook can be created through the use of technological links.</p>

<p>of the success indicators.</p> <p>Moira Banks has successfully developed the handbook and this is available within the local offer.</p>	
<p>Continue to receive feedback on the information in the local offer and provide evidence of change.</p> <p>What we have done.</p> <p>Parents wanted to better understand personal budgets in order that they could agree the easy read version on the Local offer.</p> <p>Two parents have worked with Local Offer staff to understand personal budget information and application. Parents worked with commissioners to review contracted services and helped to identify the questions a parent may wish to ask to know that a service provided quality interventions.</p>	<p>Next steps</p> <p>More people will be invited to jointly own the Local offer to ensure that the information is accurate and understood. The Impact group has identified quality assurance leads for significant elements of the SEN Code of Practice. In going forward, each lead officer will be asked to review the content of their priority area and obtain feedback from parents. They will then be able to update the local offer. This would also support the parental desire to increase coffee mornings and information about the local offer. Consideration needs to be given to the production of leaflets to distribute e.g. to General Practitioners.</p> <p>Health professionals agreed to introduce parents to the local offer – we need to further consider.</p>
<p>Continue to receive feedback on the information in the local offer and provide evidence of change.</p> <p>What we have done</p> <p>Obtained feedback at monthly meetings and identified next steps.</p> <p>We discussed whether we needed a link for Safeguarding on the SEND local offer. This was discussed over a period of time It was agreed that this was not needed as parents tended to go to the front door They would type in “I am worried about a child “, “ safeguards This would get parents to the front door and questions answered.</p> <p>Access to computers for parents – Ensure that parents have access to the local offer – Agreed that training sessions on offer and parents know that</p>	<p>Next steps</p> <p>Continue to meet, receive feedback and continue to improve the broader commissioning concept of the local offer.</p>

<p>computers can be easily accessible within libraries. To provide information on the Care Act on the local offer.</p>	
<p>Continue to receive feedback on the information in the local offer and provide evidence of change.</p> <p>What we did</p> <p>At the All Together Better Parent conference attendees were given an opportunity to navigate the local offer and feedback was obtained re changes required to improve the local offer</p> <ul style="list-style-type: none"> • Access to a search option • More “links” across a range of places • More contact details for those requiring further information • The ability to access a shopping basket concept 	<p>Next steps</p> <p>North Tyneside Council has recently developed a new website platform. This has a search function, can support an increase in links and has potential to support a shopping basket concept. The team are transferring information from the old platform to the new. The information held on the previous directory is included within the review.</p>
<p>Continue to receive feedback on the information in the local offer and provide evidence of change.</p> <p>Parents require more Information on leisure /social opportunities.</p> <p>What we did</p> <p>Parents are working with the sport and leisure team to develop increased opportunities for inclusion for families in bookable sessions.</p>	<p>Next Steps</p> <p>North Tyneside Council has a Care and connect team who have a “community“map of local resources. In time it is planned that this will be available to users. The Care and Connect team will be invited to a local offer meeting to consider future joint working.</p>
<p>Continue to receive feedback on the information in the local offer and provide evidence of change</p> <p>What we have done.</p> <p>Parents requested further information on the local offer in relation to the needs of children with adhd.</p> <p>Councillors developed a task and finish group to look at the needs of children with ADHD and parents provided</p>	<p>Next steps</p> <p>To await publication of report and then carry out agreed actions.</p>

<p>feedback into the task group .A final report with recommendations is being provided.</p>	
<p>Parents required More transparency on eligibility criteria</p> <p>What we did</p> <p>A work group is being established to look at eligibility in relation to social care Child in need assessments as a result of the review of the Early help pathway.</p>	<p>Next steps</p> <p>Work with ATB to obtain feedback as the document develops.</p>
<p>2.3 To receive feedback on commissioned service</p> <p>To identify how commissioned services are reviewed and to identify opportunities for QA reviews to be carried out with parents.</p> <p>What we did</p> <p>Access to the SEND /Whole life commissioning Board to further consider in the broader context of joint commissioning.</p>	<p>Next steps</p> <p>Monitor the impact of the Local offer group being linked to a broader commissioning group.</p>
<p>2.4 To create a strategy to maximise the numbers of people who access the local offer</p> <p>What we did</p> <p>We needed to understand the numbers of people currently accessing the Local offer – See below for initial quantitative information. We can look over time to consider trends.</p>	<p>Next steps</p> <p>The commissioner will ensure ongoing dialogue with the Council to promote improved performance indicators – qualitative and quantitative.</p>
<p>2.5 Ensure that Statutory Duties are complied with as a result of QA</p> <p>Evidence of a quality assurance review of the local offer by the commissioning team.</p>	<p>A review was carried out in January 2015 – Request that this is reviewed</p>

Quantative Information Available Re Contacts

SEND Local Offer 01 Jan - 31 Dec 2015			
Section/page	Page Views	Unique Page Views	Avg. Time on Page
SEND Home Page	3,658	2,100	0.43
What is local offer	577	447	0.58
SENDIASS	309	235	1.29
Tell us	98	68	1.02
Partnership With Families	133	110	1.03
Early Years 0-5	456	255	0.42
EHCP & Personal Budgets	1,564	731	1.23
SEND Education	1,319	675	0.55
SEND Health	308	140	0.39
SEND Leisure	359	164	1.11
SEND Social Care	243	133	0.20
SEND Transport	256	134	0.26
Support for families	437	259	0.24
Transition to Adulthood	277	135	0.51