



## **Brighton & Hove City Council**

### **Brighton & Hove City Council's Local Offer: Annual Report on feedback and development January 2017- March 2018**

#### **1. Introduction**

- 1.1. The Local Offer forms part of Brighton & Hove City Council's package of support to children and young people with special educational needs and disabilities (SEND). It shows in one place the advice, support and services available in the City and beyond to help people with SEND achieve their potential. Information and services across the local authority, health services, schools and other educational settings and the voluntary sector are included.
- 1.2. Since March 2016, day-to-day maintenance and updating of the information on the Local Offer has been carried out through a joint partnership between the local authority and Amaze, the local charity that provides the Independent Information, Advice and Support Service to parents, carers and young people with SEND across Sussex. Both the local authority and Amaze provide staff on a part-time basis to work on the development and maintenance of the Local Offer together.
- 1.3. This report relates to feedback received on the Local Offer between January 2017 and March 2018, and work to develop the website into a new format.

#### **2. Development and redesign of Brighton and Hove's Local Offer**

- 2.1. In summer 2017, the council started a major development and redesign project for the Local Offer. Consultations were held with pupils with SEND at both a special and mainstream school, young people aged 18-25 with SEND, Amaze staff, the local Parent Carers' Council, (PaCC) and other parents of children and young people with SEND through PaCC coffee mornings.
- 2.2. The feedback from these discussions and consultations has been used to inform a content document detailing the information that users say they would like to see on the Local Offer and how it would help them. It also looked at the way in which information was accessed, what information should be linked together and the functionality of the site. The new site is planned to be active from Summer 2018.
- 2.3. A great many views were collected from these meetings and the local authority would like to thank everyone who took part. We welcome all feedback about our Local Offer to develop it so it best meets the wishes and needs of those that it exists for and is intended to help. The main feedback from the consultations is attached at appendix 1.

### 3. Feedback, enquiries and comments through the existing website

3.1. Every page on the Local Offer has a link for users to leave feedback which links to a designated SEND Local Offer mailbox set up to respond to all feedback, comments and enquiries. All feedback is logged with details of action taken and by whom. Between January 2017 to March 2018, 13 comments were received. As part of our statutory responsibilities around SEND, we are required to publish comments received about our Local Offer. Details of the feedback and comments received, together with action taken as a result are presented in the following table:

What you said	What we did in response	Further development
I can't find my organisation on the Local Offer - The National Deaf Children's Society. How do we get added to the LO please.	<p>Replied to explain that the B&amp;H Local Offer does not have a directory structure and at the moment only has content about specific services that are funded/run by the LA/CCG or part funded by the LA/CCG.</p> <p>There was a link to the Sensory Needs Service which has been rewritten with the creation of the Brighton and Hove Inclusion Support Service (BHISS) Sensory Needs Service</p>	Consideration is being given to adding information of national specialist agencies on the Local Offer.
Great website , so nice to see a LA who openly gives info to SEN families	No email address given so unable to reply.	
Please contact us, we provide a service for SEND Youth across the South East region and are having trouble listing our service on your site. www.farmbuddies.org.uk	Replied to explain that the B&H Local Offer does not have a directory structure and at the moment only has content about specific services that are funded/run by the LA/CCG or part funded by the LA/CCG	Consider adding listing information for activities and other local provision in the development of the Local Offer.

What provision do you have for children who are designated as being "high functioning autistic spectrum condition"?	Referred to Brighton and Hove Inclusion Support Service which includes the ASC support Team	
very good	No email address given so unable to reply.	
I wondered whether it would be possible to list Family Fund's sleep support hub, Tired Out, as a service on your Local Offer website. Our information is as follows:  Email: <a href="mailto:tiredout@familyfund.org.uk">tiredout@familyfund.org.uk</a> Web: <a href="http://www.tiredout.org.uk">http://www.tiredout.org.uk</a>	Replied to explain that the B&H Local Offer does not have a directory structure and at the moment only has content about specific services that are funded/run by the LA/CCG or part funded by the LA/CCG  However, details added to Amaze's information (see our address below – we run the SEND Info, Advice and Support service for Brighton) – we have a fact sheet specifically about sleep issues and it'd be great to put you in there and to flag up the service on our website and facebook page.	Consideration being given to adding to the area on parent carer support in development of Local Offer
Hi I think that your website has outdated details for students and should be updated as soon as possible.	Could not identify which particular parts of the Local Offer info were out of date as the responder left no email address	Area for young people made an update priority, information. Page created to include information on Higher Education.
The Working It Out programme on your site closed down over a year ago. I used to work for them but now work for Sutton and District Training (SDT), based in Woodingdean. SDT are not on your list, but offer Study Programme - are you able	Updated the full list of post 16 training providers on the site including information provided by SDT on their services.	

to add them to your provider list?		
Request from Skills Training UK to update the information about them held on the Local Offer	Information updated/	
Request from National Star College to be added to the Local Offer as a S41 School.	Responded to say that details are included on the Local Offer on the list of Section 41 providers and supplied to link to the page.	
Requests from the Downs Syndrome Development Trust for their details to be added to the Local Offer	Replied to explain that the B&H Local Offer does not have a directory structure and at the moment only has content about specific services that are funded/run by the LA/CCG or part funded by the LA/CCG	Consideration is being given to adding information of national specialist agencies on the Local Offer.
Request from Nisai Virtual Academy Ltd to be added to the Local Offer as a 'Section 41' approved school.	Replied to say that details are included on the Local Offer on the list of Section 41 providers and supplied to link to the page.	
Request from The Aurora Group for the Aurora St Christopher's school to be added to the Local Offer as a 'Section 41' approved school.	Replied to say that details are included on the Local Offer on the list of Section 41 providers and supplied to link to the page.	

**4. List of the main content changes that were made to our existing Local Offer website in 2017:**

- Information about higher education developed including links to local university providers together with national web pages about higher education options and support available at higher education for students with SEND
- Enhanced information on finding work and a place to live for young people with SEND added
- Guidance on Personal Budgets for educational elements of EHC plans was updated
- Guidance on the Council's Accessibility Strategy added
- The inclusion of links to information including video clips produced by national organisations such as Contact and the Council for Disabled Children on various aspects of SEND information such as the Annual Review process
- The social care Short Breaks Statement was revised and updated
- Detailed information created about services offered by Brighton and Hove Inclusion Support Service (BHISS) to reflect change to service delivery procedures.
- Updates around information about Child Disability Services
- Identified changes needed to content to ensure it remains current and to make the information more user focused
- Small changes made to numerous pages to keep the information on them up-to-date

Changes made or planned to the website are also informed by the continued feedback from our local parent carer forum, PaCC and Amaze to ensure that the Local Offer continues to be fully co-produced.

## Key comments from Local Offer redesign consultation

- More work was needed to inform parents and carers, together with young people of the existence of the Local Offer as not all were aware of it. A name change was requested by all groups as 'Local Offer' does not make them think of SEND
- Could there be easily-findable information across a wider range of topics than currently available? These included information on support available for parents and carers to help them as well as ways to support their children, and information on clubs and activities for children and young people outside school
- It was felt by children, young people and parent carers that personal stories from young people with SEND who had been well supported and achieved what they wanted to do would be inspiring
- Better information available at specific stages: pre-assessment and choosing education providers, especially around the transition points of starting school, moving schools and leaving schooling to go into further education
- Information on what schools and colleges do to help children and young people with additional needs so parents and carers, together with young people, can be better informed on the help available and what they can expect
- More information about how health and social care services can help and how their processes work, including how needs are assessed, timescales and what support is available
- There was consensus about some websites and how they operated that the children, young people and parent carers use and found easy to navigate. These included various BBC websites, social media, Youtube and the use of thumbnails or short introductions to help navigate to help search for areas they wanted more information on. This included shopping sites
- It was important that information was up-to-date so it would be better to link to other sites than try to replicate all information on the Local Offer in case it went out-of-date. This needs to be balanced against feedback that users would not want too many clicks to get to the information they wanted
- More information about post 16 options including courses and college options
- All groups would be very happy to take part in user-testing of the new website before it 'goes live'