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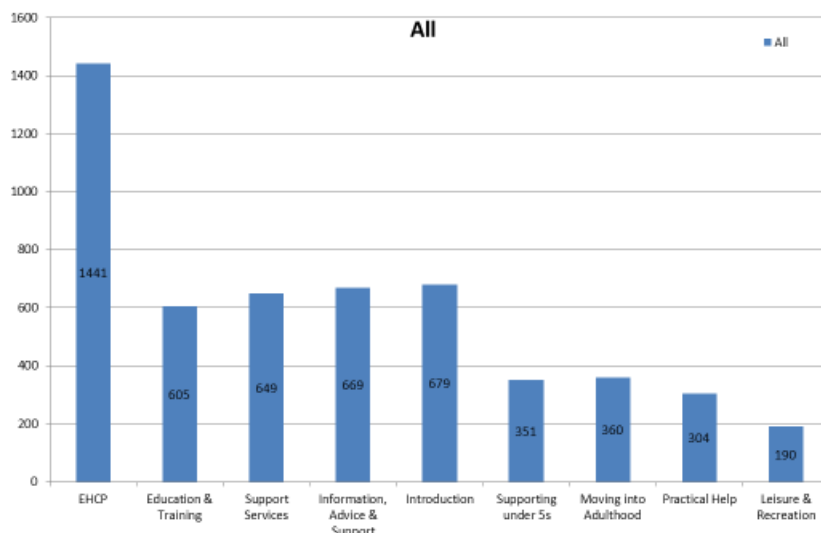


<https://www.oxfordshire.gov.uk/cms/public-site/special-educational-needs-and-disability-local-offer>.

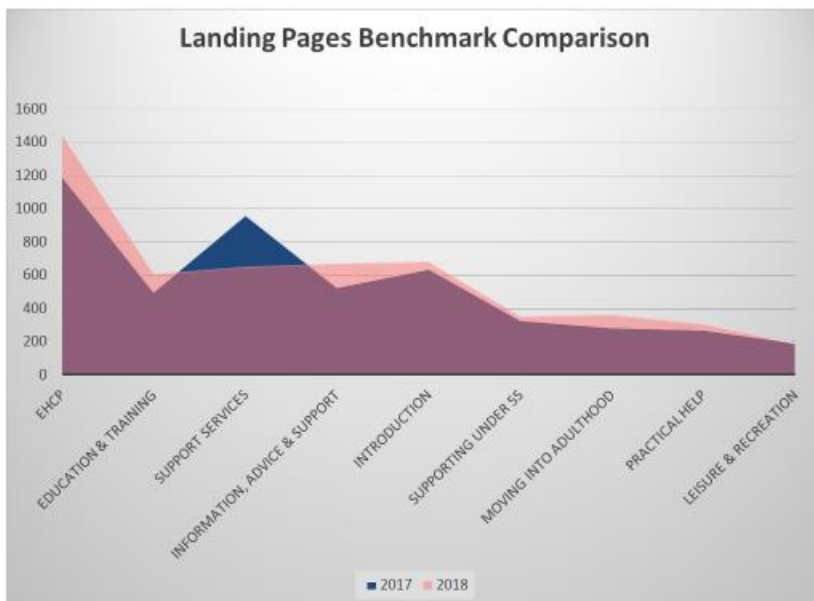
**1. What have people been looking at on the Local Offer?**

The graphs below show the number of people who have visited the 9 landing pages of the Local Offer since January 2018. The EHCP pages have been visited most frequently. Assessment requests have increased so this could reflect parents and carers finding information to support them with the process.

9 Landing pages  
Jan – Mar 2018



Between January and March 2018 most landing pages have shown a slight increase in use. This may be as a result of the SENDIASS/PCVO sessions held in October and a Local offer briefing session in January to professionals working with families around transition. Professionals have also been doing e-learning about EHC Plans which includes finding information on the Local Offer. This may have contributed to the increase seen.



The graph above compares last year’s use to this year so far. This also shows a slight increase in use, but as can be seen the numbers accessing the Local Offer are not large.

## 2. Reviewing the Local Offer

As explained in the November Local Offer report a review of the Local Offer is underway. Thank you to everyone who has contributed so far – whether by e-mail, taking part in the on-line exercise or through group sessions. It really is important to hear about what is working well and what could be made better.

Suggestions were also made about what might improve the site. These included

- Think about how people look for information, for example, PLACE-PERSON-DIAGNOSIS e.g. Oxfordshire Children Autism...
- Think about the words people might use to search with

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- Think about how to make it accessible –Keep the language and information clear and easy to understand
- Could people sign up for updates about particular things?

## What happens now?

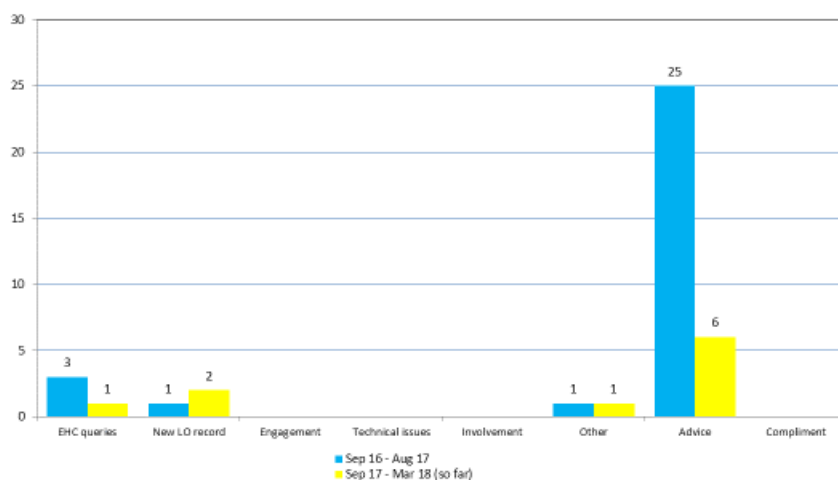
Using all the feedback the site will be redesigned. Key changes include

- It will be based on age groups which will help people to quickly find relevant information
- Pages will sit under the ages which are logical for that age group and will include direct links to the Family Information Service
- FAQ's and links to SENDIASS will be integrated
- Content of pages will be reviewed to remove jargon and include key words
- Use links to Family Information Service searches on relevant pages

When the new site is available feedback from parents/carers and young people will be really important to help continue the review.

### 3. Feedback

## SEND Local Offer Mailbox Annual monitoring (up to Mar 18)



The graph above shows that feedback has generally decreased. Advice requested has related to personal situations rather than matters arising from information on the Local Offer. It was recently verbally reported that forms on the EHC pages could not be edited on an i-pad. This has been followed up with the web team who have provided advice on the pages about the settings which need to be activated.

#### 4. Updates to Local Offer Pages

Teams are responsible for checking and updating their own pages on a regular basis. Detailed below are updates which are relevant to a large number of Local Offer users.

Update	Location
Information about the new <b>Single Route of Redress</b>	<a href="https://www2.oxfordshire.gov.uk/cms/public-site/resolving-disputes-mediation-complaints-and-appeals">https://www2.oxfordshire.gov.uk/cms/public-site/resolving-disputes-mediation-complaints-and-appeals</a>
Oxfordshire's <b>SEND Local Area Strategic overview plan</b>	<a href="https://www2.oxfordshire.gov.uk/cms/content/introduction-send-and-oxfordshires-action-plan#inspection">https://www2.oxfordshire.gov.uk/cms/content/introduction-send-and-oxfordshires-action-plan#inspection</a>
Information about the recent <b>SEND Local Area Inspection</b> and the <b>Written Statement of Action</b>	<a href="https://www2.oxfordshire.gov.uk/cms/public-site/special-educational-needs-and-disability-local-offer">https://www2.oxfordshire.gov.uk/cms/public-site/special-educational-needs-and-disability-local-offer</a> The link to the updated document has been added to the School section under Education and Training

#### 5. Matters arising from the Local Offer Champions meetings

There have been 2 meetings held in January and April 2018.

Discussion points	Action
Statutory requirements of the Local Offer	<p>The statutory requirements of the Local Offer are detailed in the <a href="#">SEND Code of Practice 0 – 25</a> Chapter 4</p> <p>The Local Offer should be</p> <ul style="list-style-type: none"> <li>• collaborative</li> <li>• accessible</li> <li>• comprehensive</li> <li>• up to date</li> <li>• transparent</li> </ul> <p>It is important that the review of the Local Offer continues to reflect the statutory requirements</p>
Local Offer Review	Actions related to this are outlined in section 2 above
Local Offer for Care Leavers	<p>There is a statutory requirement from September 2018 for a Local Offer for Care Leavers to be published.</p> <p>It is likely there will be some overlap with the Local Offer for SEND, particularly around the 16 – 25 age group. There have been discussions to ensure that information is transparent and easy to find for care leavers with SEND</p>
Mott MacDonald research	Mott MacDonald have been commissioned by the DfE to develop some Local Offer case studies. A

	<p>number of interviews have taken place and Oxfordshire was chosen. Questions included how the area was responding to the recent Inspection comments about the Local Offer. The progress with the review was outlined.</p>
<p>Updates from Champions re actions related to the Local Offer.</p>	<ul style="list-style-type: none"> <li>➤ SENDIASS have done inputs to the Locality and Community Support Services to explain the Local Offer and the information it includes; all SENDIASS volunteers are trained about the Local Offer which is used to support work</li> <li>➤ The SEN content in the Practitioner portal has been strengthened with links to the Local Offer</li> <li>➤ The Short Breaks newsletter includes featured sections of the Local Offer each month</li> <li>➤ Network meetings for early years are being used to promote the Local Offer to settings whilst Early Years SENCo training is incorporating a quiz about finding things on the Local Offer</li> <li>➤ Information on the Moving into Adulthood pages is being reviewed and colleagues working with young adults are being encouraged to promote the Local Offer</li> <li>➤ Community Dental Services are working to ensure Local Offer fliers and information is available in clinics around the County</li> <li>➤ The Designated Clinical Officer is also working to ensure Local Offer fliers and information is available in clinics</li> </ul>

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