

Enfield's Local Offer

**Annual Review
2019/2020**

www.enfield.gov.uk

Striving for excellence



REMINDER - the Local Offer should be.....

collaborative: local authorities **must** involve parents, children and young people

accessible: the Local Offer should be easy to understand

comprehensive: parents and young people should know what support is available from education, health and social care for children and young people aged 0 to 25 and how to access it. This should include universal and specialist services.

transparent: the Local Offer should be clear about how decisions are made and who is accountable and responsible for them

Awareness of, and Marketing the Local Offer



We continue to raise awareness about the Local Offer with families, voluntary sector and community organisations and professionals.

“Hits” to the Local Offer pages:

Jan 2017 – Aug 2017	35,394
Jan 2018 – Aug 2018	44,042
Jan 2019 – Aug 2019	64,304
Jan 2020 – Aug 2020	27,439

NB – the drop in hits for 2020 is similar to the majority of Local Authority web traffic during the pandemic

New Look Local Offer – we worked with Our Voice Parent Forum to improve the look and feel of the Local Offer

Intranet Hub - Home | Enfield's Local Offer for SEND

new.enfield.gov.uk/services/children-and-education/local-offer/

Enfield's Local Offer for SEND

[How should educational settings support children with SEND?](#) | [Glossary of terms](#) | [Things to do in Enfield](#)

Enfield's Local Offer provides help and support to children and young people with Special Educational Needs and Disabilities (SEND), and their families. We offer a wide range of services for parents and carers, as well as young people who want to live as independently as possible. You can follow our [Twitter page](#) for updates on SEND events, or [provide feedback on our services](#).

SEND spotlights

If you wish to advertise your event or activity on the spotlight, email cheviots@enfield.gov.uk.

Interim phase visit
Please complete the online survey by 7 October 2020.
[Learn more](#)

Coronavirus information
View information on coronavirus and the council's response.
[Learn more](#)

Wellbeing and mental health
Telephone support line for parents and carers.
[Learn more](#)

Early years (0 to 5 years)

- [Enfield parent infant partnership](#)
- [SEN services](#)

Education (5 to 18 years)

- [SEND education and travel](#)
- [Education Health and Care Plans \(EHCPs\)](#)
- [Mediation, dispute and complaints](#)

Young people (14 to 25 years)

- [Moving On - preparing for adulthood \(14+\)](#)
- [Travel and transport](#)
- [Getting a job](#)

[LIVE CHAT](#)

Waiting for platform.twitter.com...

12:06 27/10/2020

Improved “search engine”

- We have started to work with Our Voice Parent Forum to improve the search engine.
- We hope this will improve the customer experience of using the Local Offer.

Local Offer Online feedback

1 Sept 2019 – 10 Sept 2020

Did you find the information you were looking for?

Yes	No	To some extent
40%	20%	40%

Local Offer Online feedback

1 Sept 2019 – 10 Sept 2020

Was this information helpful?

Yes	No	To some extent
40%	20%	40%

Local Offer Online feedback

1 Sept 2019 – 10 Sept 2020

Was the language clear and understandable?

Yes	No	To some extent
89%	-	11%

Local Offer Online feedback

1 Sept 2019 – 10 Sept 2020

Did you feel the Local Offer web pages was easy to navigate?

Yes	No	To some extent
78%	11%	11%

Local Offer Online feedback

1 Sept 2019 – 10 Sept 2020

Disappointingly, only 10 people provided on line feedback, and due to Covid-19 it has not been possible to carry out more focused feedback as last year

Parent/carers	Young person (under the age of 25)	Organisation
80%	10%	10%

Responses to specific feedback

1 Sept 2019 – 10 Sept 2020

Comment	Response
To have current information available and not the wrong links sending me to pages that no longer exist	The web team have software that does random checks for broken links. Based on this feedback the web team have run a report on the Local Offer and will be working through fixing any broken links.
Information on travel assistance	There is information available on Travel Assistance and this can easily be found by using the search bar. https://new.enfield.gov.uk/services/children-and-education/local-offer/send-education-and-travel-local-offer/#6 https://new.enfield.gov.uk/services/children-and-education/local-offer/travel-and-transport/

Responses to specific feedback

1 Sept 2019 – 10 Sept 2020

Comment	Response
Complaints and policy	This information is on the Local Offer, however, it sits under Mediation and Dispute which is the SEN Terminology. The heading has been changed to Mediation, dispute and complaints and the web team have put local offer complaints into the search engine.
Really tricky to navigate I wonder how parents fare trying to access services	We have been working with Our Voice Parent Forum to improve the search words included in the search engine.

Council Website redevelopment

- Enfield Council website is undergoing redevelopment.
- The aim is to transform the relationship between the Council and its customers by delivering a positive online customer experience across all services.
- The new website will have an upgraded look and feel, improved navigation and a consistent design and user experience.
- Various parent forums were given the opportunity to shape the new website via an on-line survey and/or a face-to-face interview.

Local Offer Work Stream 2020

- A Local Offer workstream is being established
- Parents and young people will be included in its membership
- The workstream will review the Local Offer and regularly update the information
- The workstream will look at the further promotion of the Local Offer amongst parents/carers, children and young people and professionals.

Thank You!

We would like to extend our grateful thanks to Our Voice and everyone that has taken the time to feedback their views and opinions on the Local Offer.

Your feedback is important to us, and helps us to improve.

For more information please contact:

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