

Enfield's Local Offer

**Annual Review
2016/2017**

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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

Improvements to the Local Offer based on feedback in 15/16

2015/16 Feedback and Comments	2016/17 Update
Difficulty in finding the Travel Assistance Policy	There is now a separate page called “travel help for school” in the Education Section which includes a link to the Travel Assistance Policy
Navigation of Short Breaks Information	There is a section called “short breaks and family support” with more detailed information about short breaks
No available numbers to speak directly to the SEN Team	There is telephone number listed for the SEN Team. The SEN Team does experience a high volume of calls and so a rota system has been introduced to ensure that all calls are answered. The service can be contacted by email too.

Improvements to the Local Offer based on feedback in 15/16

2015/16 Feedback and Comments	2016/17 Update
Young People thought information about career opportunities and next steps was missing	We have improved the information about “getting a job” in the Young People’s Section
Young People want information about sport and health activities	Active Enfield organises a range of fun and engaging sport, dance and health activities all year round, ages 3 – 18, as well as adults and over 50s.
Issues relating to the navigation and search engine	These were reported to the Council’s Web Team who continue to make improvements to the Council’s Website

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.

In the period Jan 2017 – Aug 2017 there were **35,394** “hits” to the Local Offer pages. This is approximately 13,000 more hits than the previous year.

Awareness of, and Marketing the Local Offer



Young people have designed some postcards to give to their friends to tell them about the Local Offer. This is in response to last year's finding that 75% of young people had not heard of the Local Offer.



Accessibility of the Local Offer

We are currently working with some young people to translate some of the pages of the Local Offer using “Makaton”.

Makaton is a language programme using signs and symbols



Feedback on the Local Offer during 16/17

During the period 5th May 2016 – 25th July 2017 44 people responded on the “on line” feedback on the Local Offer. Last year only 3 people used the on-line feedback option.

- 62% were parents/carers
- 3% were young people under the age of 25
- 35% were representative of an organisation

Tell us what you think

Feedback on the Local Offer during 16/17

Did you find the information you were looking for?

Yes	To some extent	No
51%	30%	19%

Feedback on the Local Offer during 16/17

Was this information helpful?

Yes	To some extent	No
64%	14%	22%

Feedback on the Local Offer during 16/17

What would have been helpful?

Suggestion	Response
One of the main concerns is accessibility and plain English	We will continue to work with our parents and young to try to make the information clearer and easier to access.
Advice on SEMH was limited and there was very little on preventative information.	There is a new section on the Local Offer which provides a wealth of information about local and national organisations and services to support children, young people with SEMH and their parents.

Feedback on the Local Offer during 16/17

If you were unable to find any of the information that you were looking for, please tell us what you were trying to find?

Comment	Response
No available numbers to speak to SEN Team	This information is available on the Local Offer
How will SEN children be supported.	This information is available on the Local Offer
Statutory assessments of SEN	This information is available on the Local Offer
Requesting transport for my child who has SEN.	This information is available on the Local Offer
I am unable to download the CAMHS/EPS referral form on my computer as it is PDF not DOC.	This will be rectified and the revised form will be available on the Local Offer

Feedback on the Local Offer during 16/17

Was the language clear and understandable?

Yes	To some extent	No
79%	11%	11%

Feedback on the Local Offer during 16/17

Was the Local Offer easy to navigate?

Yes	To some extent	No
69%	17%	14%

Thank You!

We would like to extend our grateful thanks to 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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