

Enfield's Local Offer

**Annual Review
2015/2016**

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

CQC/Ofsted Local Area Inspection

27th June 2016 – 1st July 2016

The Inspectors reported that one of Enfield's strengths was its Local Offer:

“The local offer is informative and very helpful to parents and young people. It includes a wide range of information to help them identify where to get support and how to access available services. Over the last six months increasing numbers of people have used the local offer to gather information”

New improved look for 2016

The Local Offer was migrated into the Council's new improved website

The screenshot shows a web browser window displaying the Enfield's Local Offer for SEND website. The browser's address bar shows the URL <https://new.enfield.gov.uk/services/children-and-...>. The page title is "Enfield's Local Offer for SEND". The website content is organized into three main columns, each with a heading and a list of service links:

- Children's health and social care**
 - > [AskSARA](#)
 - > [Child and Adolescent Mental Health Service \(CAMHS\)](#)
 - > [Child development team](#)
 - > [Children with autism](#)
 - > [Children with Down Syndrome](#)
 - > [Continence service](#)
 - > [Dentists and opticians](#)
 - > [Joint service for disabled children](#)
 - > [Paediatric services](#)
- Early years and family support**
 - > [Carer 2 Carer](#)
 - > [Housing and benefits](#)
 - > [Independent support service and SENDIASS](#)
 - > [Informed Families](#)
 - > [Other support services](#)
 - > [Our Voice parents' forum](#)
 - > [Palliative care](#)
 - > [The early years](#)
 - > [Useful organisations](#)
- Education**
 - > [Behaviour support service](#)
 - > [Education, Health and Care Plan \(EHCP\)](#)
 - > [Educational Psychology Service \(EPS\)](#)
 - > [Find a school](#)
 - > [Home education and independent schools](#)
 - > [How schools support children and young people with SEND](#)
 - > [Mainstream schools and specialist provision](#)

The Windows taskbar at the bottom shows the system clock as 11:02 on 03/08/2016.

Update on changes we said we would introduce in 2016



It was not possible to include top tips and advice as part of the new look website. However, this was not identified as an issue in the 2016 review.

Update on changes we said we would introduce in 2016

As promised last year, in May 2016, we introduced an on line feedback form, with the option to feedback on all our local offer pages.

Tell us what you think about our Local Offer



**YOUR FEEDBACK
MATTERS**

Update on changes we said we would introduce in 2016

It was not possible to include a “carousel” on the web page, as planned to highlight events and important news. This was because of the re-design of the Council’s webpage. However, we now put this information on our Facebook page. We will also be utilising Love Your Doorstep.

Make sure you  “like” our 

<https://www.facebook.com/Enfield-Council-252946378095154/?fref=nf>

Update on changes we said we would introduce in 2016

As promised, we have worked with Young People to develop a series of films for the Local Offer that explains how services have helped them, and how they could help other Young People: The films are now available on the Local Offer:



- I achieve (Educational Psychology)
- I care (Young Carers)
- I work (Employment)
- I learn (Going to College)
- I play (Leisure)
- I smile (CAMHs)
- I go (Travel and Transport)



Awareness of, and Marketing the Local Offer



During the CQC/Ofsted Inspection some parents/carers told the Inspectors that they weren't aware of the Local Offer and could not always find the information they were looking for.



We will be actively looking at ways to improve awareness of the Local Offer so families know about it, and how it can help.

2016 Annual Review

A total of 30 people commented or provided feedback. In order to provide a holistic view, professionals were also asked to participate. The break down is as follows:

- 17 parents
- 5 professionals
- 8 young people

Of the 22 parents/professionals who responded, 73% had heard of the Local Offer, and 75% had used it and found what they were looking for.

The majority of parents who had not heard of it or found it difficult to navigate were from a group of Somalian families

Methodology

A variety of methods were used to optimise the number of responses. These were:

Feedback Method	Number
Local Offer On line Feedback	3
Training or other sessions using an agreed questionnaire	21
Email response	6
Total	30

Key Finding - Search Facility

The search facility has improved and 67% found it helpful, however:

- the majority still found it hard to find the Travel Assistance Policy, Leisure activities for 13 year olds and where there were hoists in public changing rooms
- By contrast, everyone was able to find their nearest GP and most, what an EHCP is

Key Finding - Translation Button

- Whilst 84% were able to find this, some using a mobile phone were unable to.
- On a mobile, the translation option is contained within a box with 3 plain lines, so it is not intuitive.
- The language under Somalian is Northern Somalian which doesn't cover all regions.

What's Missing from the Local Offer

Services that Parents thought were missing	Response from the Local Authority
Not clear about overnight shortbreaks	There is a factsheet about Overnight Shortbreaks, however, the navigation could be improved
Cheviots	Information about Cheviots is on the Local Offer, but again the navigation could be improved
Chickenshed	Details of the Chickenshed are on the Local Offer and is found in Holiday Clubs and Leisure Activities or by entering Chickenshed in the search bar
"Under Dentists and Opticians, it would be useful to have a list of SEN opticians"	We are not aware of an "SEN Optician" available locally. If parents are aware of a provider we would be happy to make contact to ask if they would like to be included in the Local Offer.
To have a list of secondary schools in neighbouring boroughs eg, Haringey & Barnet"	We will make sure that these links are provided
"How to get a Freedom Pass/Free Travel for my disabled son"	This information is included under "Travel and Transport" in the Young People's section of the Local Offer. Information can also be found on the main Council Webpages by entering "Freedom Pass" in the search bar. However, it would be more helpful to be able to download the form rather than provide and email or tel number to progress the application
"No available numbers to speak directly to anyone with the SEN team	This is being investigated and will be rectified as soon as possible



Suggested Improvements for 2016/2017

Global Improvements	Local Offer Improvements
Make the Translate Button clearer when using mobile/smart phones	Transition: should also include moving from Secondary to College. It's under "Young People Preparing for Adulthood". Under Transition, could insert a link to this so you can find it from either area
Change the Somalian language from Northern Somalian to General Somalian	Split the Enfield list of SEN specialist schools and with SEN provision into primary and secondary schools to make it clearer by age
Continue to improve Search Button so users do not have to be aware of "technical language" to find information	Link from the Enfield Local Offer page directly to each school's SEN Information Report (rather than to the school website)
Google Search still links to old Local Offer page. Change this to the new Local Offer page	Include an exercise to review the Local Offer within established events like training or coffee morning sessions

Young People's Review – Key Findings

- 75% had not heard of the Local Offer rising to 75% if we include those who did not answer
- 25% of the total had used it
- 75% found the Local Offer using Google search
- 50/50 split of for and against the look of the website
- 50% found it difficult to navigate and find information, with a further 25% not answering

Young People's Review – Key Findings

- 50% were able to find information about Education, Health & Care Plans
- 38% confirmed they understood the information on the site, in general
- 38% wanted to see further information included

3 things Young People look for

- “Images and videos”
- “Clothes and games”
- “Durants, Russet House and Whitefield schools”
- “Sports and keeping healthy and Learning and Education”
- “After school activities”

Services that the Young People thought were missing



“Sports and Health activities”



“Career Opportunities and next steps”



“Need help to find things”

Suggested Improvements

- More still needs to be done to co-produce and develop a Young Person's version of the Local Offer
- Include many more images and video clips as You Tube was named by a few as their favourite website

Next Steps

During 2016/2017 the Local Authority will be working with all our partners, but particularly parents, carers and young people towards where possible, implementing the recommendations made by you during this year's review.

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:

Sarah McLean

SEND Project Manager

Sarah.mclean@enfield.gov.uk

