

Enfield SEND Local Offer

Annual Report 2020/21



www.enfield.gov.uk

1. Introduction

The Children and Families Act 2014 (SEND reforms) and the SEND Code of Practice says that local authorities must publish a Local Offer, setting out in one place information about provision they expect to be available across education, health and social care for children and young people in their area who have SEN or are disabled, including those who do not have Education, Health and Care (EHC) plans. In setting out what they 'expect to be available', local authorities should include provision which they believe will actually be available.

The Local Offer has two key purposes:

- To provide clear, comprehensive, accessible and up-to-date information about the available provision and how to access it, and
- To make provision more responsive to local needs and aspirations by directly involving disabled children and those with SEN and their parents, and disabled young people and those with SEN, and service providers in its development and review.

In addition the SEND CoP states that Local Offers should be:

- **collaborative:** local authorities must involve parents, children and young people in developing and reviewing the Local Offer.
- **accessible:** the published Local Offer should be easy to understand, factual and jargon free.
- **comprehensive:** parents and young people should know what support is expected to be available across education, health and social care from age 0 to 25 and how to access it.
- **up to date:** when parents and young people access the Local Offer it is important that the information is up to date.
- **transparent:** the Local Offer should be clear about how decisions are made and who is accountable and responsible for them.



2. Feedback & Statistics

The number of hits to the Local Offer are shown below. The drop in the number of hits for 2020 is similar to the majority of Local Authority web traffic during the Covid-19 pandemic. The number of hits for the same period this year has increased.

Jan 2017 – Aug 2017	35,394
Jan 2018 – Aug 2018	44,042
Jan 2019 – Aug 2019	64,304
Jan 2020 – Aug 2020	27,439
Jan 2021 – Aug 2021	43,592

Online feedback between September 2020 and September 2021 was limited. There were a total of five individuals who clicked on the form but only three submitted information during this time period.

This feedback showed:

- All 3 respondents did not find the information they were looking for, but the information they found was helpful “to some extent”, which is contradictory.
- None of the respondents felt the Local Offer was easy to navigate, they were split between “to some extent” and “no”.

However, it should be noted that this is not the only way that we receive feedback and comments on the Local Offer. Parents/carers also provide feedback in other ways such as via the Parent Carer Forums, attendance at the Local Offer Workstream and other meetings or directly to Officers.

Parents/carers have reviewed Local Offers of other Local Authorities to inform the future development of Enfield’s Local Offer.



3. Governance

Parent representatives sit on all the strategic groups and workstreams and are involved in all discussions relating to strategic decisions, including the development of services that form the Local Offer.

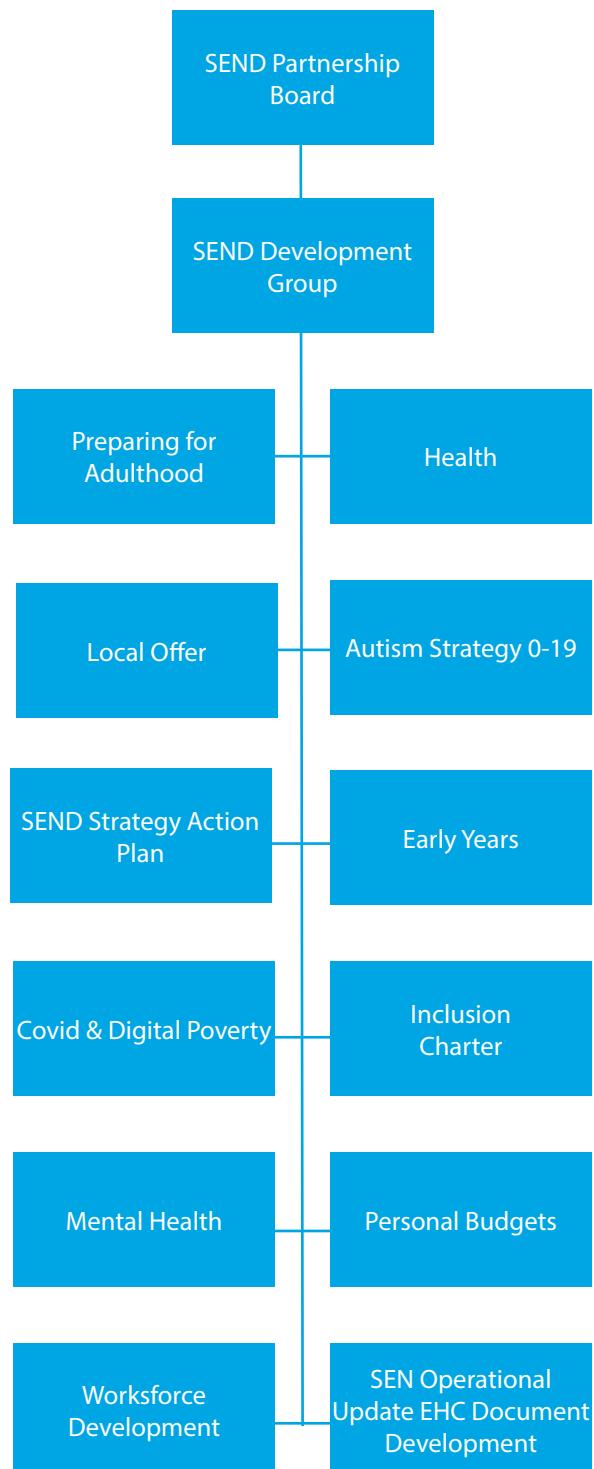
The Local Offer Workstream reports to the SEND Partnership Board, and ensures that the content is kept under constant review and that the Local Offer is:

- developed and continuously improved
- reflects services in the local area
- accurate and up to date
- easy to understand
- easy to use
- meets the requirements of children and young people and parents and carers

The Local Offer Workstream has also discussed the best way of engaging with children and young people to ensure that their voice is heard and influences future developments.



The Governance structure is shown below:



4. Co-production

Co-production involves parents, carers, children, young people and professionals working together to create services that work for all, creating a sense of co-ownership.

The main way in which the Council works with parents is through the Local Parent Carer Forum, Our Voice. They also work closely with the Enfield Branch of the National Autistic Society and more recently with SEN-den a not-for-profit community organisation, that supports parents and carers of children with autism up to the age of 8. In addition to this, there is the option for individuals to comment and send feedback via the Local Offer, or directly to officers.

Parents and carers have been involved in the design and development of the Local Offer since its inception. They have been the driving force which leads to the continual development and improvement of the Local Offer.

Enfield's Local Offer is hosted on the Council's website, and therefore is subject to the corporate design and rules and regulations that the Council imposes on the design and content of its website. This has been the primary focus of parents and carers, particularly in terms of the lack of "visuals" and interactive nature of the website. This has been fed back to the Web Team and reported in the Annual Reports year on year.

4.1 Council Website Redesign

This year, parents and carers were able to feed directly into the redesign of the new website. Parents were invited to participate in the discovery phase and feed their views and thoughts to the Project Team via an on-line survey. There was also the opportunity for those that wished to be involved in a focused 1:1 interview. One of the key recommendations to come out of the discovery phase was the implementation of a smarter, more powerful search tool which would include:

- Accurate results focused on services, as it's the most popular reason users use the website

- Auto complete
- Auto suggest
- Related results/content
- Concierge functionality with the ability to present two or more result types
- Improved search results page

Once this change is implemented this should address parent's concerns about the navigation and search engine facility.

There was also a recommendation to make the navigation category-led rather than task-led.

One recommendation that has already been implemented was the siting of the Local Offer on the front navigation page of the Council Website, so that it was more prominent.

The implementation of the new website has been delayed until Autumn 2021.

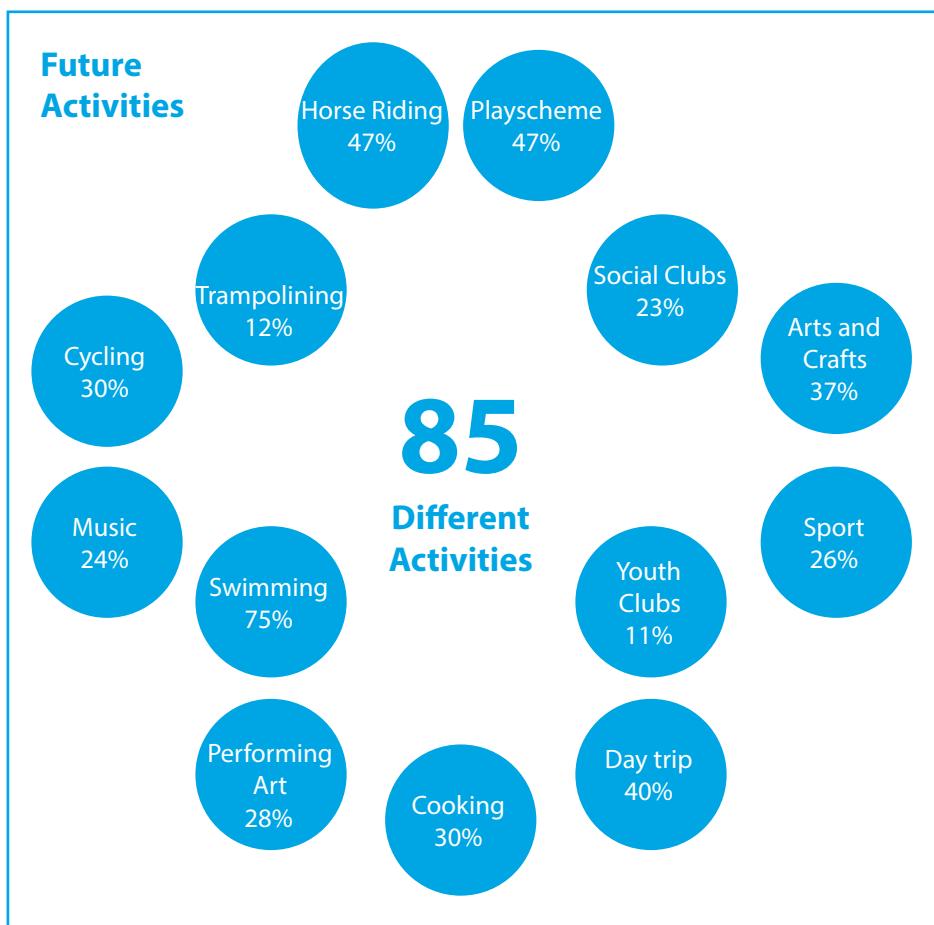
4.2 Play and Leisure Survey

Prior to, but particularly during the Covid-19 pandemic, families reported it was hard to find play and leisure activities, they felt unsupported and for many there was a lack of confidence about the safety of their child/young person in attending an activity. As a result the Joint Service for Disabled Children decided to conduct a survey in March 2021 to ascertain what activities children and young people were currently participating in, and what new activities they would like to do in the future, given the opportunity.

A total of 337 parent/carers responded to the survey. This equates to 10% of the SEND population.

4. Co-production *continued*

9.9% of respondents said that their child/young did no activities at present. It is likely that this was misconstrued and was a result of activities being unavailable due to the restrictions in place because of Covid-19. This was not the intention of this question. The survey highlighted 85 different types of activities that people would be interested in for the future. Here are the highlights:



4. Co-production *continued*

24 children and young people completed the survey, and showed that they would be interested in the following activities for the future:

Activity	%
Cooking	17%
Cycling	9%
Transport	9%
Dance	9%
Bowling	9%
Tennis	9%
Horse Riding	9%
Drama	9%
Cinema	9%

As a result of the survey an action plan was drafted. We worked in partnership with Our Voice Parent Forum to implement the action plan and they co-produced the design of the template for providers to complete providing information for the summer holiday activity brochure which was available on the Local Offer. The following additional activities were commissioned as a direct result of the survey findings:

- Climbing Wall – May half term
- SEND Youth Club – from Sept for 12 weeks
- Summer Uni – SEND specific activities
- 3 new additional play scheme providers
- The Joint Service for Disabled Children provided 2 subsidised places per week for families not in receipt of a short break grant
- A 4 week Cycling Fun session funded by the Joint Service for Disabled Children, working in partnership with Enfield Healthy Streets and Bike Works.



5. Next Steps

- We will continue to work with all partners, including parents and carers to ensure that the Local Offer meets the needs of the SEND population.
- Continue to monitor the content of the Local Offer using the tracker developed by the Local Offer Workstream to ensure that information is up-to-date and relevant.
- We will continue be involved in the design of the Council website to ensure that it meets the needs of parents/carers and young people with SEND.
- We will explore ways to improve the involvement of children and young people.
- We will ensure that there is a mechanism for providers to request their services to be included on the Local Offer. This is as direct result of feedback via the website.
- We will continue to promote and market the Local Offer through transition events, Parent Carer Forums and the Disability Register.





