

Sheffield Local Offer Annual Report
Annual Report
1 September 2018 - 31 August 2019

Introduction

This report will provide an overview of what we have achieved during the academic year 2018/19 for the Local Offer and our plans for the future.

The key purpose of the Local Offer is to:

- Provide clear, comprehensive, accessible and up-to-date information about the available provision and how to access it, and
- 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 Sheffield, the Local Authority worked in partnership with the Sheffield Parent Carer Forum (SPCF) to ensure that the Local Offer was co-produced with parents. The Local Offer website was launched in September 2014.

From summer 2015, work was undertaken to review the Local Offer and further consultation was undertaken with parents and carers and children and young people. This led to a more in-depth review of both the presentation of the Local Offer as well as its contents. A working group, which included parents, was established to look at this.

During a self-evaluation exercise in 2017, the group identified that Sheffield's Local Offer had a number of areas requiring further improvement. Therefore, from May 2018 Sheffield Parent Carer Forum was commissioned by the LA to undertake work on the local offer. The purpose of the work was to:

- Improve, update and maintain the Sheffield Local Offer website
- Ensure that the Local Offer provided a high quality experience, which meets user requirements
- Ensure the Local offer was in alignment with statutory duties/responsibilities

- Ensure the Local offer provided an effective communication tool.

Structure and Usability

The Local Offer Website is part of the council's 'Sheffield Directory' which also provides information on Sheffield's care, health and education services, events and activities in one place.

To ensure that the site was user friendly and easily accessible, Parent Carer Forum focussed on:

- Improving search-ability by correcting keywords and categorisation of listings, and suggesting changes to filters and category names.
- Identifying missing providers and encouraging and supporting them to create listings
- Reviewing school listings and providing support to help schools access their listings to ensure their SEND information was up to date on the Local Offer and link to the SEND information reports on their school websites

Content

One of the key areas for improvement via the self-evaluation exercise was related to statutory advice and information. Sheffield Parent Carer forum proceeded to review and identify missing content. They liaised with council and health service managers to co-produce or review information and make approved information available online for young people and their families.

Feedback and Engagement

In February 2019, Sheffield participated in the Yorkshire and Humber Local Offer Peer Review. Sheffield was paired with Bradford Local Authority. Each LA had to review each other's Local Offer for compliance, quality and areas for improvements. This was assessed against the Local Offer Framework and based on the SEND Code of Practice (must and should). Feedback received from Bradford was used to further improve the Local Offer site. Actions taken are listed on the next page.

Feedback	Action
No telephone number, and no SEND-specific contact details	Added form for requesting support from SSENDIAS. Form also has SSENDIAS telephone number.
No direct links from school listings to the school's SEN Information Report	Encouraged and supported schools to create SEN Information Reports (if they did not have them already) and link to these from their listings. The response from schools has been mixed.
<p>Missing or limited information about:</p> <ul style="list-style-type: none"> Supported internships, traineeships, apprenticeships Wheelchair services Listings for NHS services How to access social care and short breaks service statement Disabled Student's Allowances Information, Advice and Support services Transition to adulthood Employment Participating in the Community 	Information about these topics has been added to the site.
<p>Difficult to see whether user is in the Sheffield Directory or the Local Offer channel - search results differ depending on section of site accessed. The separation between listings and content pages is not helpful. The keyword search does not work well.</p>	Work has started to migrate the Local Offer to a new website which will be separate from the Sheffield Directory and allow more flexibility for structuring and presenting content.

Sheffield Parent Carer Forum, through their State of Sheffield Survey in 2018/19 collated feedback from parents and carers about the effectiveness of the Local Offer Website. Feedback received led to the following improvements:

- Improved searchability
- More advice and information. The following content was added:
 - If you think your child may have special educational needs
 - What to expect on SEN Support
 - Templates for SEN Support
 - Funding for special educational needs in mainstream schools
 - Annual reviews of EHC plans
 - Sheffield Support Grid
 - School admissions of children with special educational needs and disabilities
 - How to access health services
 - Short break services for children and young people with disabilities
 - Sensory processing difficulties
 - Appealing to the SEND Tribunal
 - Mediation
 - Disagreement resolution
 - Childcare funding for children with SEND
 - Direct Payments for childcare
 - Direct Payments for social care needs
 - Personal health budgets
 - Finding and keeping a job
 - Support at university
 - Personal budgets for special educational provision
 - Personal budgets – overview
 - Apprenticeships, Traineeships and Supported Internships
 - Annual Health Checks for young people with a learning disability
 - Education, training and employment support for young people released from custody
 - Anxiety and school refusal
 - How to access Council education and social care services

Below are examples of some of the engagement activities that have taken place over the last 12 months.

Activity	Impact
Keep in Touch Meetings between SPCF, SENDIAS, Sheffield City Council and Sheffield CCG	Process in place to gain views and feedback from parent carers – you said we did, bi-annual feedback report tabled at Inclusion Improvement Board and available on the Local Offer Website.
Termly Meeting with DCS	Improved engagement between parent support groups and the LA. Two conversations with strategic leaders to identify solutions to issues.
Consultations	<p>SPCF involved and participated in the strategic review of provision and look at what SEND support was required for future needs.</p> <p>Improved engagement and co-production to develop services – EHCP process and new templates, SSG, MyPlan etc. These are available on the Local Offer website.</p>
Providing advice and information	<p>SENDIAS and SPCF provide children and young people and their parents information about the Local Offer and general support available around SEND provision and services.</p> <p>SPCF continue to be a key link for the LA to share information with parents through the SPCF website and social media.</p>
SPCF representation and collaborative partnership	<p>SPCF represent the voice of parents at strategic boards/meetings within the People's Portfolio.</p> <p>Supported to develop the Strengthening Inclusion Strategy/Programme and monitor the progress of outcomes specified under each key theme.</p> <p>Developing and improving the Local Offer Website.</p>

Sheffield Directory Hits

2018/19		
Quarter	Overall Sheffield Directory	Local Offer
Q1	201,280	3,902
Q2	197,170	4,662

2017/18		
Quarter	Overall Sheffield Directory	Local Offer
Q1	210,916	5,004
Q2	200,253	3,007
Q3	181,313	5,790
Q4	225,755	3,875

This demonstrates that the number of hits fluctuates during each quarter, with a steady pattern of users accessing the Local Offer.

Future Developments

The Sheffield Directory is currently under review, with the view to re-develop the whole platform, including the Local Offer.

July 2019