

Appendix 7c -Local Offer Processes
Version 1.1 24-1-14

NHS and LA logos to be inserted once agreement occurs

Draft Local Offer Process V1.1 24-1-14

1. What is the Local Offer?

1.1 The Local Offer is a duty for statutory bodies from September 2014. It has several functions , as laid out in the Children and Families Act 2014 (section 30) and SEN and disability 0-25 Code of Practice (chapter 4)

1.2 The Code of Practice, 4.1/ 4.2/ 4.3/4.4, states “Local authorities **must** publish a local offer, setting out in one place information about provision they expect to be available for children and young people in their area who have SEN, including those who do not have Education, Health and Care Plans.

The local offer has two key purposes:

- *To provide clear, comprehensive and accessible information about the provision available 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 service providers in its development and review.*

The local offer should not simply be a directory of existing services. Its success depends as much upon full engagement with children, young people and their parents as on the information it contains. The process of developing the Local Offer is intended to help local authorities and their health partners to improve provision.

*The local offer **must** include provision in the local authority’s area. It **must** also include provision outside the local area that the local authority expects is likely to be used by children and young people with SEN for whom they are responsible and disabled children and young people. This could, for example, be provision in a further education college in a neighbouring area or support services for children and young people with particular types of SEN that are provided jointly by local authorities. It should include relevant regional and national specialist provision, such as provision for children and young people with low incidence and more complex SEN.*

Paragraph 4.6 states

The local offer should be:

- **Collaborative:** local authorities **must** involve parents, children and young people in developing and reviewing the local offer. They **must** also cooperate with those providing services.
- **Accessible:** the published local offer should be easy to understand, factual and jargon-free. It should be structured in a way that relates to young people's and parents' needs (for example by broad age group or type of special educational provision). It should be well signposted and publicised.
- **Comprehensive:** parents and young people should know what support is available across education, health and social care from 0 to 25 and how to access it. The local offer must include eligibility criteria where relevant and make clear where to go for information, advice and support, as well as how to make complaints about provision or appeal against decisions.
- **Transparent:** the local offer **must** be clear about how decisions are made and who is accountable and responsible for them. “

1.3 The Blackpool Local Offer will meet all the above criteria

1.4 There is a duty on all statutory bodies, including education providers to collaborate with the Local Authority in the production of the Local Offer.

1.5 Blackpool's Local Offer was initially developed by groups involving parents, with input from children/ young people. Children/ young people's views were gathered by focus groups/ consultation and a DVD was published of their views. Parents were involved in strategic groups and input from large scale parent events helped shape the content and format of the Offer.

1.6 Once the Offer is published it will continue to be developed and changed according to feedback from parents and children/ young people. Groups such as parent's forum will be regularly consulted with to enable these views to be gathered.

2. Location of Blackpool's Local Offer

2.1 Following consultation with service users about what they would want from a Local Offer, and its format, negotiation occurred with several firms. The decision was to use Open Objects to develop an internet version of the Offer within the Family Information Services site.

2.2 This will allow easy links to other sites to be made, and embed the Offer within a wider Offer than Children/ Young people and their parents will access from universal services. There will be a logo, designed by a young person with SEN and/or a disability to indicate which of these universal services is able to accommodate some or all types of additional needs due to SEN and/or a disability. If this is the case there will be information about the needs that the particular service can cater for.

2.3 There will be hyper links to the site, from main council and NHS sites, with a clear label indicating that the site is the Local Offer for children and young people with SEN and/or disabilities and their families. Processes will occur to enable search engines to locate the area of the Family Information Service as the Blackpool Local Offer for children/ young people with SEN and/or disabilities and their families.

3. Format of the Local Offer

3.1 The format of the Local Offer will, as far as possible, be directed by what children/young people and their parents say is the most useful format for them. There will be a cost effectiveness element to this decision making, along with it being able to be done technically.

3.2 The Local Offer will include direct information about services available inside and outside of the town for children/ young people with SEN and /or disabilities and their families. It will include criteria to access these services and hyperlinks to other sites. These sites will be both local (e.g. local schools) and national (e.g. national charities)

4. What is Included on the Local Offer site

4.1 The site will be fully accessible for disabled people and/or those whose English is not their first language. The text/ language used will be user friendly. Wherever there is a plan/ outline of procedures that need to be technical, information will also be published in a user friendly version. All text will have the ability to be read orally by the press of a button, or the print able to be made larger/ on a background that can change colour There will be the facility to translate text into the main languages used across the various community groups in Blackpool.

4.2 The main areas to be covered by the site are outlined on the initial front page, and will be updated as required, following feedback from children/ young people and parents.

4.3 There will be a facility to link to You Tube clips and other video footage as required

4.4 Work has occurred to enable all local schools and colleges to have their SEN information in a format that will be consistent, to help parent and child/young person access. There will be hyper links from the Local Offer site to this information.

5. Inputting Information to the Local Offer

5.1 This will be the responsibility of the host organisation (e.g. health, education and care providers). They will be able to update the information in the prescribed manner so that it is in a consistent format. The information will be updated as required, but at a minimum of yearly.

6. Accessing to the Local Offer without Internet Access

6.1 Details of the Local Offer will be made available at all libraries and council/ health authority information points. Where there is internet access at these venues, the site will be able to be accessed at this point. There will be the facility to print off information around specific parts of the site in some locations. Providers will also have telephone/ address details within the site which can be passed on. If details are required there will be a number to contact to print off specific information, which can be sent to the person who requests it.

6.2 Access for those with a disability or where English is not the first language is given in section 4.1.

6.3 There will be no printed version of the Offer circulated. This is because it is dynamic information, changing as required from the feedback from parents/ children and young people, so a printed version will quickly be out of date.

6.4 As well as internet feedback around the Local Offer, there will be a dedicated phone line and e mail address for children/ young people and their families to pass on comments.

7. Feedback Processes for Parents/ Children/Young People to influence Commissioning

7.1 Within the Local Offer site the process for inputting feedback will be via the dedicated link. A telephone message can also be left or written letters / e mails used. Contact detail is below.

7.2 Parent/ children/ young person feedback via the dedicated e mail and ansaphone service will also be accessed weekly by the same process. Part of the feedback processes will be a clear indication that them section of the site that is for comment about what is available/ not available. If there is a complaint to be made about service delivery the contact detail will be given for each agency. The local authority will collate all comments and publish them at least bi monthly on a “you said- we did” section of the Offer.

7.3 Individual service comments will be passed onto the service areas by the Local Authority for comment/ action within 4 weeks. If the comment is a complaint, if detail are left by the person making the comment, they will be informed the procedures for making that complaint to the organisation concerned, if they wish to make a formal complaint.

7.4 All comments will be grouped according to the area they relate to, and collated by the local authority. This will be done via a spreadsheet and summary report. These comments will be discussed at the commissioning operational group and then the board in terms of any implications for future decision making. All implications for commissioning provision will be taken to the Commissioning Board. Feedback from the Local Offer will be a standing item for these groups. It will also be discussed by the Health and Wellbeing Board at least annually and Healthy Lifestyles Group within Children Services quarterly.

8. Contact Details

e mail address to make comment: XXXX

telephone number to request printed information/ make comment XXXX

Family Information Service Blackpool Football Club Telephone XXXXX

Local Authority- Children Dr Simon Jenner, Blackpool Football Club. Telephone XXXXX

Local Authority- Adults

Health Providers
Health Commissioning

Draft Local Offer Process V1.2 25-4-14