



Thurrock Council's Local Offer Annual Report 2015/2016

The purpose of Thurrock's Local Offer is to allow children and young people in the borough, who have Special Educational Needs (SEN) and/or a disability, to be able to find information in one place. The Local Offer aims to provide clear, comprehensive and accessible information about what services and provisions are available in Thurrock for parents, children and young people. The Local Offer is also about making services more responsive to local need and aspirations.

Thurrock Council's Local Offer has been created by working alongside children, young people and families.

Part of the [Special Educational Needs and Disability Code of Practice: 0 to 25 years](#) is that Local Authorities must publish comments about their Local Offer received from or on behalf of children with SEN or disabilities and their parents and young people with SEN or disabilities. We use all comments to shape the Local Offer, so we have responded to your comments in a 'You said, we did' format.

However Thurrock Council wishes to constantly review the Local Offer, to ensure that it works for the children and young people of Thurrock, and to do this we ask you to please keep letting us know what you think so you can help shape the Local Offer and make it work for you. Our online survey can be found at:

https://consult.thurrock.gov.uk/portal/tc/cef/lo_survey

You can also send any general feedback to FIS@thurrock.gov.uk

Responses - You Said, We Did

We have collated all feedback that we have received from consultations with professionals, young people and parent/carers into a 'You Said, We Did' format, to show you how we are evolving the Local Offer to fit Thurrock's children and young people with special educational needs and disabilities.

You said.....

We did.....

Next steps

<p>“I wasn’t aware of this website / the Local Offer”</p> <p>In fact, 59% of the people who answered the survey hadn’t heard of Thurrock’s Local Offer before we asked them to feedback on it</p>	<p>We have been busy spreading the word of the Local Offer, using the summer to attend different community events, such as the Big Lunch, and posting on Thurrock’s Twitter and Facebook.</p> <p>New posters and postcards have been designed and are being posted throughout the community, in the places you’ve suggested in your feedback, including schools and on the letters sent out by our SEN team.</p> <p>We have also been visiting school, SENCo and childcare setting forums to encourage them to share the information with families, as you identified in your responses to us that this is a great way to share information.</p>	<p>We will be asking our new ‘Local Offer Champions’ to feedback on our poster and leaflets to make sure that they are eye catching and informative.</p> <p>We will be visiting key areas of the community, such as Children’s Centres, to let parent’s know about the Local Offer.</p> <p>We will continue to ask children & young people, parents and carers and professional where they think we need to inform parents of the Local Offer</p>
<p>“Although the website seems to be useful and informative, it’s not very appealing”</p> <p>Although 50% of people who answered the survey think the appearance of the website is attractive, many of the comments we’ve had from children and young people have been that the layout of the site is ‘boring’ with limited pictures and colours</p>	<p>We’ve encouraged more and more service providers to add pictures/logos to their listings to make the service listings more interesting and attractive.</p> <p>We’ve used a colourful picture, which was voted for by different groups, for our posters and leaflets. This has also been incorporated into our website.</p>	<p>We are going to ask our ‘Local Offer Champions’ to give us some detailed feedback on what they would like the site to look like, so we can ensure any changes we make will be in the style and format that appeals to children and young people.</p>

You said.....

We did.....

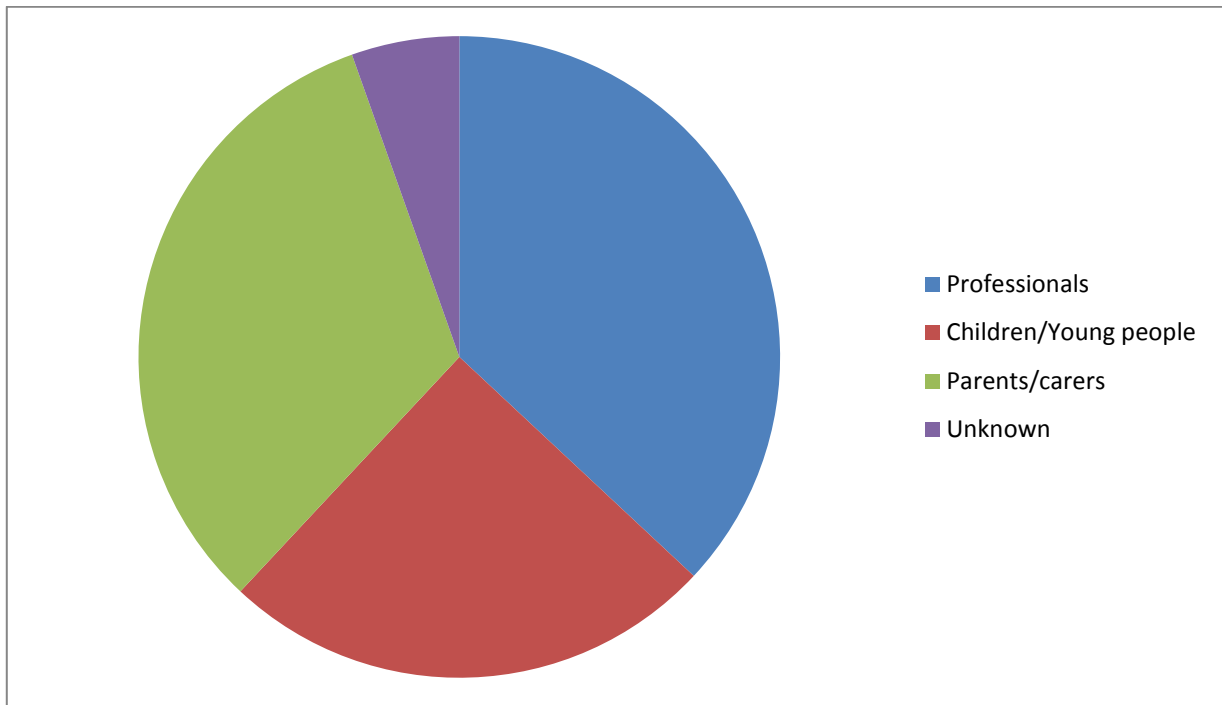
Next steps

<p>“Information not easy to access, you have to hunt for it”</p> <p>40% of respondents to our survey have said that they don't find it easy to find information</p>	<p>We have improved the keyword search bar by including additional phrases that people may use to search to ensure that this brings up relevant information.</p>	<p>We want to find out the best routes for people to access the information they need, therefore we will be doing more consultations on what subcategories are easiest and what key words are most popular to search with</p>
<p>“Very poor quality of information about suitability for children with SEN and disabilities”</p>	<p>All services are actively encouraged to give us as much information as possible on their suitability for children with SEN and disabilities.</p>	<p>We are working with different groups on a set of questions that all services will have to answer to be included on the Local Offer, just like the questions that schools answer. This will ensure that we have as much information on suitability and accessibility as possible.</p> <p>We are also looking into a 'rate and review' function for services so that you will be able to see what other users think of a service</p>
<p>“Does not replace having a discussion with experts to identify the best solution for your child”</p>	<p>We agree! The purpose of the Local Offer is to give you access to as much information as possible, including signposting you to organisations/groups who may be able to give you some additional information</p>	

Who responded to our surveys?

We try and gain as much feedback from as many different people as possible on the Local Offer, to ensure that all groups have an opportunity to help shape the Local Offer.

Therefore we asked everyone who took the time to respond to our surveys and discussions to let us know what category they would class themselves under, to ensure that we have representation from all areas.



We are still gaining the majority of feedback from professional and parents/carers, so with the introduction of the 'Local Offer Champions' we hope that this will ensure that children and young people have a chance to feedback to us about what they want from the Local Offer.