



Thurrock Council's Local Offer Annual Report 2016/2017

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 are continually improving our Local Offer, which is shaped by feedback we receive from children, young people, families and professionals. The annual report provides a summary of the changes we have made as a result of the feedback we received in the previous academic year. This can be found under the '**You Said, We Did**' section of the annual report.

If you would like to provide feedback, 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 improving the Local Offer to fit Thurrock's children and young people with special educational needs and disabilities.

You said.....

We did.....

Next steps

<p>“When you chose the tab 'view all local offer services' not all service listings were showing”</p>	<p>As soon as we were informed of this issue we managed to resolve the problem and ensured that all local offer services were displayed when you click onto this link</p>	<p>We are about to undergo an upgrade and redesign of our website to make it easier for children/young people/ parents/carers/professionals to find the information that they need.</p>
<p>You said you would like “more sport for disabled e.g. gym clubs”</p>	<p>We have been looking further afield to find more sports clubs suitable for children and young people with disabilities and have added these to the Local Offer.</p>	<p>We will take this feedback to the wider SEND Inclusion group to let them know that there is a gap in sport and gym related services in Thurrock.</p>
<p>“It just seems very confusing”</p>	<p>We have created and updated our subcategories and landing pages with additional information to help our users to find the information they are looking for.</p>	<p>When we upgrade and redesign our website, we will be working with our users to ensure that the website is as user friendly as possible. We want to ensure that users are confident when they can go onto the Local Offer website and find the information that they need.</p>

You said.....

We did.....

Next steps

“I am not aware of the Local Offer and have not received information about it”

The number of parent that are not aware of the Local Offer has increased from the previous year

We have been busy spreading word of the Local Offer, using the summer to attend different community events and displaying our posters and postcards in schools, doctors surgeries and other places in the community.

We have been speaking to SENCos (Special Educational Needs Coordinators) and working with the Sunshine Centre, and these are key places people are hearing about the Local Offer.

We have included information on the Local Offer in the letters sent by our SEN team and will continue to add this information to any correspondence that goes out to parents.

The Local Offer website upgrade will offer us the opportunity to renew people’s interest in the Local Offer and help us advertise the Local offer through word of mouth.

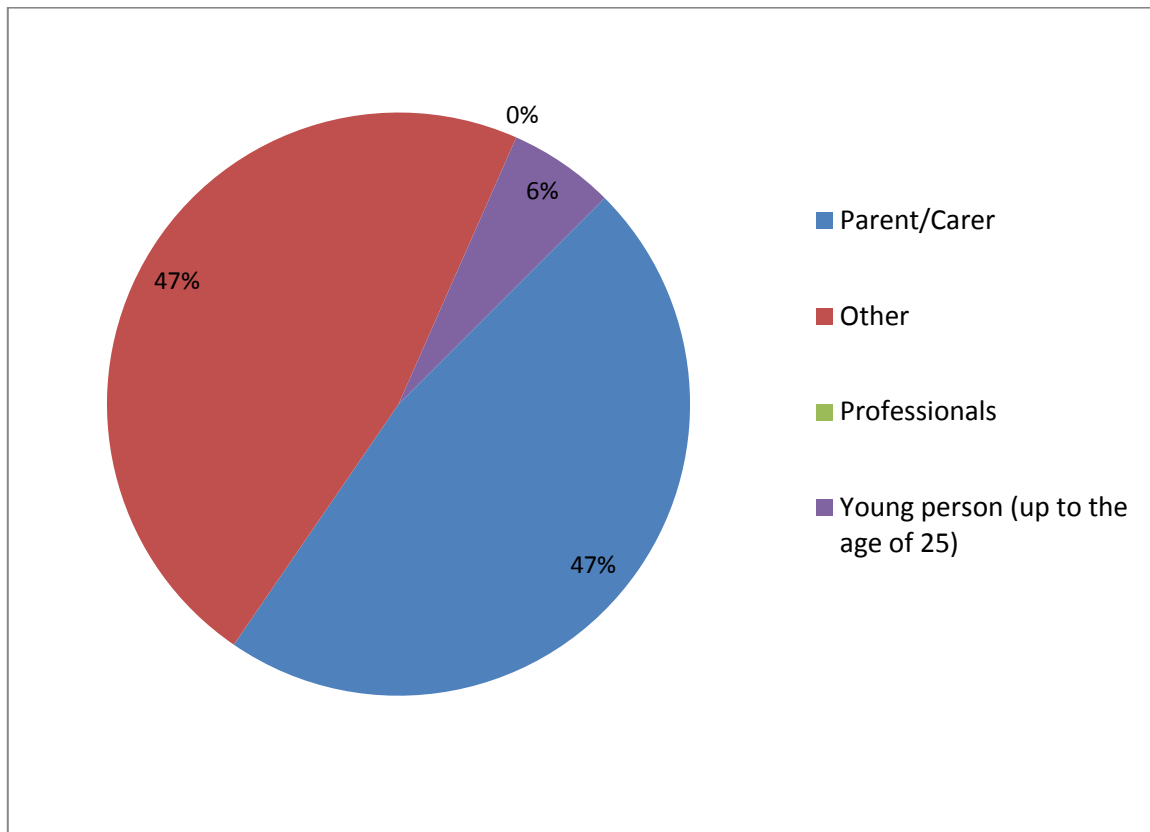
We are planning to be involved in an annual SEND Conference for schools to ensure that head teachers are aware of the Local Offer and can promote the website to their pupils, staff and parents.

We will continue to ask children & young people, parents & carers and professionals where they would like to find out about the Local Offer and use this to target our advertising.

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 receiving most of our feedback from parents and carers, which is expected, and from 'other' users. We will need to ensure the Local Offer Champions are used to encourage feedback from young people, as we have a low response.

We have had no feedback this academic year from professionals. We will need to concentrate on receiving feedback from professionals in 2017/18 to ensure that their views are included to shape the Local Offer too.