



## Thurrock Council's Local Offer Annual Report 2017/2018

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 their families.

Local authorities must publish comments about their Local Offer received from or on behalf of children with SEN or disabilities young people with SEN or disabilities, and their parents, as Part of the [Special Educational Needs and Disability Code of Practice: 0 to 25 years](#).

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

You can also send any general feedback to [FIS@thurrock.gov.uk](mailto:FIS@thurrock.gov.uk)

## Responses - You Said, We Did

We have collated all feedback that we have received from consultations with young people, parent/carers and professionals 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, and their families.

You said.....

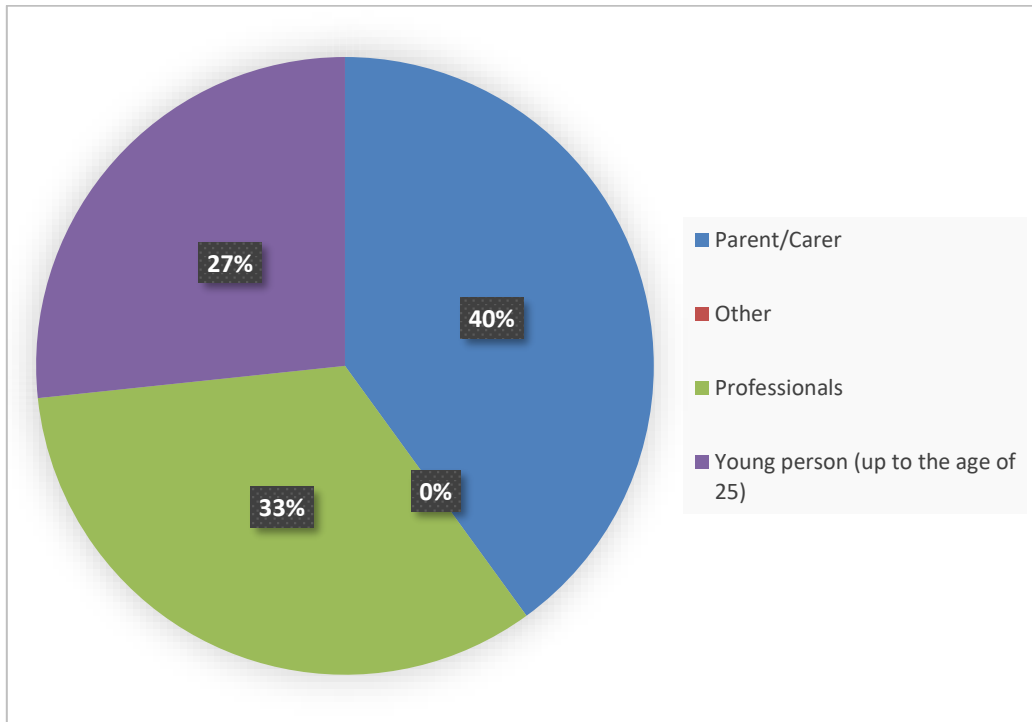
We did.....

Next steps

<p><b>“There doesn’t seem to be an order to the services when you chose ‘view all services’”</b></p>	<p>We have spoken to our supplier about having more control over the services that appear first to ensure that the most relevant information appears at the top of the list</p>	<p>We will be working closely with young people, their parents and professionals, to refresh the subcategories to ensure that visitors are carefully directed to the information they want</p>
<p><b>“The website has the information I want, but it’s difficult to find”</b></p>	<p>Hard working parent volunteers have helped us develop the ‘flow’ of the Local Offer for our new upgrade. The parents have been consulted at each step of the design, to ensure that they are happy that the information they need is easy to find</p>	<p>We will continue to review the Local Offer to ensure that information is easy to find and access</p>
<p><b>“Videos would make the website more user friendly”</b></p>	<p>We agree!</p> <p>When speaking to young people at the Sunshine Centre, videos were highlighted as a very important way to share information. We have had some positive initial conversations with key partners about taking this forward</p>	<p>FIS will be working closely with parent groups, Thurrock’s Communications Team and the Preparing for Adulthood group to develop videos for the Local Offer in the future</p>
<p><b>We prefer photographs for the website icons</b></p>	<p>Our first design for the new look Local Offer had animated icons, however further research into icon types with children and young people told us that photographic icons would be better received than animated icons</p>	<p>We would like to include more photographs within the Local Offer in the future</p>

## Who responded to our surveys?

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



As we had a low number of professionals give feedback on the Local Offer last year, we have asked for Health and Education professionals to do some in depth reviews into how to improve the Local Offer, to help us improve the website as we move forward.

As the website refresh has been our top priority this year, much of the feedback we have received on the Local Offer has been on how the website looks and how it 'flows'. We will focus on the content and information, such as videos, moving forward into 2018/19.