



Thurrock Council's Local Offer Annual Report 2018/19

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/local-offer-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 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>“It is not fit for purpose”</p>	<p>We are currently looking into making wholesale changes to the website to make sure it is fit for purpose</p>	<p>To meet with parents and carers and get a better understanding of how the website can be improved</p>
<p>“The website has the information I want, but it’s difficult to find”</p>	<p>We are currently in discussions with schools, carers, parents and children to develop the ‘flow’ of the Local Offer for our new upgrade. The parents will be 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 are now looking at completed remodelling the current Local Offer website whilst continuing to review it to ensure that information is easy to find and access</p>
<p>“There isn’t enough information for parents”</p>	<p>We have added lots of new documents and links for parents and children. We now have some dedicated pages where parents can get up to date information</p>	<p>To create a new dedicated area just for parents. This will include the new information that has recently been added</p>
<p>“Videos would make the website more user friendly”</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 continue to work closely with parent groups, Thurrock’s Communications Team and the Preparing for Adulthood group to develop videos for the Local Offer for the new design</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.

100% of the people who have completed the survey this year are parents/carers both of whom were aware of the Local Offer and where to find the webpages. 100% of the people who completed the survey said the search facility on the webpage was not good enough.

We have had a low number of people complete the survey. We will now focus on getting feedback from our stakeholders as this information will be key in driving the new design of our new Local Offer pages. This will help us improve the website as we move forward.

As the website refresh has become top priority for us we will look to get in much more feedback on the Local Offer including how the website looks and how it 'flows'. We will focus on the content and information, such as videos, moving forward into 2019/20.