



Thurrock Council's Local Offer Annual Report 2019/20

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

We are currently looking at making changes to the design and layout of our current Local Offer website. We hope to launch this in mid-2021. In addition to this the Family Information Services (FIS) Team will be involved in forums where users would be able to share feedback and be involved in the design of the new look website. Further details will be shared via the usual channels.

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

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| <p>“Me and children find it difficult to find services tailored to us as individuals. Not child friendly at all”</p> | <p>This year has seen us add more services and activities for children under the Covid banner. This includes educational and recreational links for children.</p> | <p>Following feedback from parents/carers one of our proposals for the upgrade of our Local Offer website would be to have separate sections for children and adults.</p> |
| <p>“Found it difficult to change text and font. I’m visually impaired. Not a single video or audio to make it easier for me”</p> | <p>We have spoken to our supplier for our website and are looking as a priority at making the accessibility options more visible.</p> | <p>Part of our commitment to making changes to the design of the website is to have accessibility options on every page which would be easy to use and clear to see.</p> |
| <p>“Website is not easy on the eye. Information for children and parents is not easy to locate”</p> | <p>We have already looked at the layout and design of website and have mentioned previously the separation of information.</p> | <p>Following feedback from parents/carers one of our proposals for the upgrade of our Local Offer website would be to have separate sections for children and adults.</p> |
| <p>“Mobile and Tablet friendly versions of the Local Offer website”</p> | <p>We will ensure that the Local Offer website upgrade has the functionality which means the site adjusts when being viewed on smaller screens.</p> | <p>We are aware that the current website is difficult to view on phones and tablets so we will be making sure as part of upgrade the screen adjusts depending on size of device.</p> |