

**Southampton  
Local Offer Annual Report  
2020 to 2022**

## **Introduction**

The Children and Families Act 2014 requires that the Local Authority must publish an annual report on Special Educational Needs and Disability (SEND). This annual report details feedback, about the Local Offer, from children, young people and parent carers, what progress we have made, what we have learnt and our next steps.

The Special Educational Needs Code of Practice states that Local Authorities must publish a 'local offer'. It also states that the purpose of the local offer is to:

- Include information on education, health, care and other provision
- Provide clear, comprehensive, accessible and up-to-date information about the available provision and how to access it
- Make provision more responsive to local needs and aspirations by directly involving disabled children and those with SEN and their parents, and disabled young people and those with SEN, and service providers in its development and review.

More information on what the local offer should include is in the [SEN \(local offer\) regulations 2014 and the SEND Code of Practice 2015- chapter 4](#)

To ensure we are meeting the requirements of the Children and Families Act 2014 we must also ensure that we:

- Consult with all partners on the information to be held
- Involve children, their parents and young people in the preparation and review of Local Offer
- Publish comments on the Local Offer
- Ensure that the information is accessible to everyone

As with all aspects of our work in Southampton we co-produced the website with parents and young people and continue to work with them in developing and reviewing the Local Offer.

Our local offer is at <https://www.southampton.gov.uk/schools-learning/send-local-offer/>

Please note that Local Offer refers to all of the available provision and how to access it. The primary means of holding all of this information is Southampton City Councils Southampton Information Directory (SID) website.

## Local Offer Annual Report on feedback 2020 - 2022

We are ‘co-producing’ the local offer with children, young people and families. *Co-production happens when all team member’s together co-produce recommendations, plans, actions and materials as a collective. This process develops over time, blends a range of expertise and perspectives, is driven by a solution focussed approach from all participants and requires strong leadership. Communication that is transparent and open, relationships that are equitable and respectful help the team overcome complex challenges and continue the process of learning together.(SE7 definition)*

This report shows how we worked with young people and parent carers in reviewing the local offer of services in Southampton, what users have said and what we’ve done in response to their comments.

Activity	What you said	What we did
<p><b>Direct feedback at parent carer engagement events.</b></p> <p><b>12 x Facebook Live sessions</b></p> <p><b>Surveys</b></p> <p><b>Coffee Mornings</b></p> <p><b>Planned Website user experience testing sessions</b></p>	<p>Lack of capacity within the SEND service – a feeling of “not being able to get anywhere” when management are on leave etc.</p>	<ul style="list-style-type: none"> <li>• We received agreement for recruitment of an Assistant SEN Team Manager for SEN and successful candidate is now in place.</li> <li>• Recruitment to Assistant Team Manager for Health and Social Care has taken place and the successful candidate is in place.</li> <li>• We’ve increased social worker capacity within the Jigsaw Service.</li> </ul>
	<p>Covid 19 Pandemic</p> <p>Concerns around AGP Provision and timescales to enable children to return to school</p> <p>What plans will be made to enable children to to transition back to school after lockdown and considering significant anxieties and Mental Health difficulties</p> <p>Concerns around families receiving fines if children don’t return to school due to anxiety and school refusal</p> <p>Concerns raised by Home School Community around lack of evidence needed for exams</p>	<ul style="list-style-type: none"> <li>• Regular Facebook Live updates throughout the pandemic with SPCF</li> <li>• Specific Covid 19 area on the Local Offer website with central and local government updates – resources added to assist families with concerns around Covid-19 i.e education</li> <li>• Work carried out with the EP service to provide a transition back to school guide and resources</li> </ul>
	<p>Home to School Transport Service</p> <p>Significant challenges with the service in September 2022</p> <p>Lack of communication with families</p>	<ul style="list-style-type: none"> <li>• We met with partners, SPCF, Re:minds etc to receive feedback from families and it was decided that an improvement plan would be</li> </ul>

<p>Delays/absence of drivers/vehicles In turn distress to families, children and YP Lack of empathy from Transport Co-ordination Team staff</p>	<p>put in place and a planned independent review would be carried out to ensure service level improvement.</p> <ul style="list-style-type: none"> <li>• SPCF and Re:minds were commissioned to deliver empathy and lived experience training to Transport Co-ordination staff</li> </ul>
<p>Lack of Post 16 provision and awareness of Post 16 Services and Support</p>	<ul style="list-style-type: none"> <li>• We have commissioned Re:minds to plan/host a Transition to Adulthood Fair on 24<sup>th</sup> March 2023</li> </ul>
<p>Communication – a need for an update even if it's to say there is no update. Parent Carers currently feel it is up to them to be proactive and contact the service.</p>	<ul style="list-style-type: none"> <li>• Managers held a SEND Service away day, where all SEND Service staff were briefed on the importance of regular communication with service users, even if it's to say that there's no update. We looked at values of the service and agreed our 3 values as; <ul style="list-style-type: none"> <li>1. Person centred</li> <li>2. Making a difference</li> <li>3. Honesty and Transparency</li> </ul> </li> </ul>
<p>Promotion and awareness of the Local Offer – not enough parents know about the local offer website or use it regularly to find information about services.</p>	<ul style="list-style-type: none"> <li>• Recruitment and appointment of a SEND Local Offer Development Officer in June 2021</li> <li>• SEND Local Offer Facebook page established in June 2021</li> <li>• Planned Local Offer presence at local coffee mornings i.e Southampton Parent Carer Forum coffee mornings</li> <li>• New SEND Local Offer website launch planned for January 2023</li> </ul>

		<ul style="list-style-type: none"> <li>• User experience testing sessions planned for April 2023 onwards at various geographical locations in the City</li> <li>• Local Offer website audit planned for 2023 in conjunction with SPCF to identify gaps and update and amend where needed</li> <li>• We are developing a flyer to go to all new users. This can then be given to parents at key points in their journey e.g. when pupils are identified as having additional needs through health visitors, early years settings or schools and health and social care services.</li> <li>• There's now increased promotion of the NEW SEND Local Offer website through the recently formed independent Parent Carer Forum and Re:minds and all SENCO's and colleagues within education, health and care services are reminded to refer parent carers to the website.</li> <li>• This continues to be an area that needs working on, "new" families and staff aren't aware of the Local Offer.</li> <li>• <b>This area is a priority in the SEND Strategy 2022-2027.</b></li> </ul>
	Reduced timetables, exclusions, inclusive practice	<ul style="list-style-type: none"> <li>• Inclusion and improvement of outcomes for pupils with SEND is a key education priority. SEND management now form part of something called SMG (Schools Monitoring Group) – It's the role of this group to pull together intelligence from lots of different services areas to then give a local categorisation to maintained schools. This categorisation identifies the amount of support and challenge that goes into specific schools.</li> </ul>

		<ul style="list-style-type: none"> <li>• We're challenging schools where practice is identified as not being inclusive.</li> <li>• Autism in Schools Project – renewed for another year?</li> <li>• We have a close working relationship with Southampton IAS (Information, Advice and Guidance – formally Parent Partnership) who offer feedback where parents have given explicit permission to share detail of individual cases.</li> <li>• There is an inclusion drive at key events e.g. head teacher conferences and SENCO HUB meetings.</li> </ul> <p><b>This area is a priority in the SEND Strategy 2022-2027</b></p>
	Lack of Special School Places and mainstream provision for children and YP with SEND	<ul style="list-style-type: none"> <li>• Special School re-configuration/consultation planned for Summer 2023 to support an increase in places available over the next 5 years.</li> <li>• Plans to consider opening SEN Units and Resource provisions in mainstream schools</li> <li>• Application for a new secondary school for boys and girls with SEMH as recognise an increasing need in the city.</li> <li>• We have commissioned an independent review for SEND funding and resource within mainstream schools in support of the inclusive strategy and to enhance the offer in mainstream. Peter Gray has been appointed to carry this out, Southampton SENDIASS co-ordinated parent/carer feedback to this consultation as the forum was going through a transitional period.</li> </ul>

	<p>CAMHS – Difficult to access and long waiting times for assessment (particularly autism) and interventions (particularly CBT (cognitive behavioural therapy)).</p>	<ul style="list-style-type: none"> <li>• As part of the Mental Health Matters initiative the Clinical Commissioning Group are looking at the Autism and ADHD pathway across both adults and children to identify gaps in provision and work out what would ideally be in a future model.</li> <li>• This year Solent NHS used some non-recurrent funding to try to improve both the CBT and autism diagnosis waiting lists and will continue to do this. A CBT therapist and 1 day a week of a psychologist have been in post and the CCG/Solent have agreed three further posts specifically for the autism diagnosis waiting list. These posts will be full time and will consist of a psychologist and two assistant psychologists.</li> <li>• Re:Minds is a Southampton based organisation supporting families whose children/young people have Autism, ADHD or other neurodiverse needs and/or mental health needs - with or without a diagnosis. Re:Minds work in partnership with CAMHS and the Autism Assessment service to provide: <ul style="list-style-type: none"> <li>• <i>Regular Autism advice clinics on a variety of topics including CAMHS, Autism and ADHD</i></li> <li>• <i>1:1 advice to support parent/carers whose CYP with CYP with neurodiversity</i></li> <li>• <i>The 'ReCharge' wellbeing course for parents/carers</i></li> <li>• <i>The New Forest Parenting Programme for ADHD courses for parents/carers</i></li> </ul> </li> </ul>
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	Consultation dates and participation for development of Short Breaks Offer	<ul style="list-style-type: none"> <li>• Dates/times at various locations</li> <li>• Facebook Live events held</li> <li>• Joint working with SPCF to gather information</li> </ul>
<b>Local Offer Webpage electronic feedback (SiD Feedback)</b>	Parent feedback, poor review of the content of the Buzz Short Breaks Page. Feeling of lack of information and no support on how to use the new MAX Card.	<ul style="list-style-type: none"> <li>• This was during the transition to the new Short Breaks Offer and the activities were being finalised with commissioning. The page stated “**more activities coming soon**”. Page has since been updated with links to current activities and is updated when new activities are added to the DPS or grants</li> </ul>
	Parent feedback suggesting edits made to the layout of the Local Offer and reduction in “jargon”	<ul style="list-style-type: none"> <li>• Pages are looking at being reviewed and information updated</li> <li>• Local Offer representatives are taking part in peer review sessions with other local authorities to identify areas for change</li> </ul>



	Feedback that the Short Breaks Statement was out of date	<ul style="list-style-type: none"> <li>Short Breaks Statement has since been updated with the new Short Breaks Offer and uploaded to the website</li> </ul>
Feedback to Short Breaks Coordinator	MAX Card Plus doesn't offer enough support to meet their child's needs, feel let down that the previous service was stopped and their child could no longer access One2One	<ul style="list-style-type: none"> <li>The Substantial and Complex tier of support were explained to parents, how to access further support through Children's Services was given</li> </ul>
	Not enough activities for under 5's	<ul style="list-style-type: none"> <li>Fed back to commissioner to possibly influence next round of grants.</li> <li>Surestart sessions which are aimed at predominately 0-5 years are shared daily on the SEND Local Offer Facebook page to raise awareness of existing provision for Early Years.</li> </ul>
	Difficulties in accessing the Substantial Tier of support, unclear of the process/expectations	<ul style="list-style-type: none"> <li>Fed back to the relevant Team Manager (MASH) to share the information with the team again</li> <li>Online referral link shared with SPCF and a statement shared that SCC are aware of the difficulties and working on this</li> </ul>
	Not enough activities for SEMH	<ul style="list-style-type: none"> <li>Fed back to commissioner to possibly influence future activities through future grant applications</li> </ul>
	MAX Card doesn't appear to support many activities in Southampton	<ul style="list-style-type: none"> <li>Still relatively new to the area and we are working consistently with providers to promote the MAX Card. Many accept it but haven't yet joined the MAX Card webpage.</li> </ul>

**Positive feedback**

We have had lots of positive verbal feedback from colleagues and families saying that they have found the information on the Local Offer and the services available to be really helpful.

Re: Local offer website: "The landing page is so much better, the pictures and clear descriptions links are so much easier to manage. The document hub is just what is needed. The jargon buster and it appearing on selected pages down the sides, is inspired, it makes it very clear without having to search"

Re: Local offer website: "I just think it's so much better, I'm so pleased and I feel confident in sending people to it now, which is fantastic!"

Re: Local offer website: "The new directory is much better than before"

*Re: Local offer website: "I didn't realise the local offer has so much information I will use it a lot more"*

*Re: Local offer website "Very good, found send details straight away"*

*Re: Local offer website "Overall, it is an informative website, and is beneficial to parents who need the support"*

RE: Buzz Short Breaks Offer: "Thank you so much for helping me access this and understand what is available to my child." "Great that so many activities are offered and accessible to my child and their siblings."

RE: Local Offer content: "It's so helpful to have different parent support groups all in one place, to have that support for me as well as having support for my child will really make a difference."

RE: Local Offer Live Event: "Overall a very good service provided." "Easy access and the kids were happy!"

Young People feedback

RE: Short Breaks Activities: "They're fun, I can't choose which is my favourite activity."

RE: Local Offer Live Event: "10/10 you did a great job"

### **What the data tells us about activity**

- On average there are 4329 sessions per month on the Southampton Information Directory with approximately 15,396 views per month.
- The most visited pages on the Local Offer website are:
  - SEND Conditions specifically, Global Developmental Delay
  - Buzz Network (Non-assessed Short Breaks)
  - Social, Emotional and Mental Health (SEMH)
- The most Local Offer search words or phrases on the Southampton Information Directory are:
  - Autism (This is consistently the highest searched word on the whole information directory)
  - Buzz Network
  - Southampton Parent Carer Forum
- Top local offer related search terms on main SCC website:
  - EHCP
  - EYSS
  - Jigsaw

### **Summary**

We've received lots of feedback on our local offer of services in Southampton and are continually responding to this through our service planning and delivery. Feedback from users is at the centre of our SEND Strategy and action plan and is supporting us to prioritise areas for development and to identify and address gaps in commissioning.

Whilst the website has seen significant increases in "hits", we aren't receiving much feedback through the website directly and we need to look into why this might be the case. Parents have fed back that they find the site useful but too many are saying that they haven't heard of it and/or don't actively use it as a single point of information.

We continue to ask services and colleagues to support parents to access the site if they don't have the access of facilities to do this themselves.

To date all of our feedback is coming from parents and the website is currently aimed at parents/carers/professionals so this is an area that needs to be addressed in order to provide information for and seek feedback from children and young people.

## **Next Steps**

Over the next year we aim to enhance the local offer site accessibility and content by:

- Co-producing with the newly relaunched independent parent carer forum to audit the site for gaps in information, search phrases to get to the required page
- Continuing the Local Offer Website User Experience Testing sessions on a regular basis in order to receive feedback on how parent/carers and Young People use the website and any updates/amendments required to improve accessibility and content of the website.
- Host a bigger and better Local Offer Live event (organised by the parent carer forum) to achieve a bigger turn out and offer information and workshops dependent on parental/children young people's feedback.
- Increase presence of the SEND Local Offer Development Officer at local coffee mornings to support families with navigating and signposting families to the support they need
- SEND Local Offer Development Officer will attend Social Care departments to assist staff with navigating and signposting their families to the most relevant services and organisations, and to enhance social care staff's knowledge of the NEW local offer/website and how to use it
- Explore through the whole Council young people engagement work/focus groups and how to make information relevant to and accessible by young people with additional needs. We'd also like to know how and where they'd like this information hosted.
- Continue to work closely with service users to identify gaps in provision to inform future commissioning.
- Allowing more services access to their own editing rights to help ensure that information is kept up to date.