

Portsmouth Local Offer Annual Report

2018 - 2019

www.portsmouth.gov.uk



The Children and Families Act 2014 requires that the Local Authority publishes an Annual Report on Special Educational Needs and Disability. In this report we hope to update you as to what has been achieved over the past year 2018 - 2019, what feedback we have received and future plans.

The Special Educational Needs Code of Practice 2014 states that the purpose of the Local Offer is:

- to provide clear, comprehensive, accessible and up-to-date information about the available provision and how to access it
- to 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 continue to:

- 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

Co-production



When all group members together agree outcomes, co-produce recommendations, plans and actions. It is an approach which builds upon meaningful participation and assumes effective consultation and information sharing through a dynamic group process where there is equal value for participant's contribution including service users; parents, carers and young people.

Portsmouth City Council remain committed to working in co-production with parents, carers and children/ young people with Special Education Needs and Disabilities. The Portsmouth Local Offer website was originally co-produced with parents, carers and young people and is regularly monitored through a 'mystery shopper' process and through the use of case studies produced by the parent/carer co-production group, 'Shaping Better Futures Together', reporting any issues back to the Local Authority. Parents and carers of children and young people with SEND remain an integral part of the ongoing development of the website. Both the parent/carer and the young people's co-production group, 'Dynamite' continue to meet monthly and their views and opinions are genuinely valued and regularly sought on a range of issues including the overall strategic development of services and information about them. Both the parent/carer and young people's co- production groups report quarterly to the SEND Board.



Shaping Better Futures Together – Coproduction and Local Offer Steering Group

The coproduction group known as Shaping Better Futures Together continues to be a strong group and have a strong presence in Portsmouth, as recognised in the recent SEND Local Area inspection report, published on 24th September 2019. The group consists of representative parents, and professionals from health and education. We are currently awaiting representation from social care.

This year (2018-2019) the group have been extremely busy with various projects. These include

- A poster, guide and leaflet for families and professionals outlining the support available for children and young people suffering any mental health issues.
- A transition guide for post 16 education in Portsmouth,
- The short breaks statement on the local offer,
- A revised and easier to understand pathway for early years
- A letter for pupils attending special schools in Portsmouth to understand the level of therapy they receive at school and how they are supported at each level.

We have also begun to run small focus groups in addition to the monthly meeting so that coproduction can be used in multiple areas across the city. Some members have also been involved in the current redesign work of the local offer.

We have continued to monitor the Portsmouth Local Offer using case studies where appropriate to ensure the information held is easily accessible to all users. This has included routinely tagging entries, this ensures that keyword searches quickly and easily bring the desired results.

Parent appreciation awards have continued to be awarded to recognise individuals who have made a significant impact on a family who have a child with SEND. Over 150 have been awarded so far.

Shaping better futures together also held an additional meeting during the SEND local area inspection of Portsmouth so inspectors could see how the group run and how coproduction is embedded in Portsmouth.

Next year we already have a number of projects lined up to work on.

Report by: Shaping Better Futures



Dynamite – Coproduction and The Local Offer Annual report

The Dynamite Core Group consists of 7 young people with SEND. The Young Inspectors team currently consists of 13 young inspectors. All of the core group members are also young inspectors.

Our Young Inspectors inspect a different Local Offer service each month, reviewing both the service and the entry on the Local Offer.

Reports from these inspections are fed back to services, to Portsmouth City Council's SEND board, and, where relevant, other strategic meetings (for example Young Inspectors reports on colleges are fed into the college leads meetings)

Jargon continues to be a big barrier to young people accessing the local offer, as well as services not giving the kind of information which young people want about a service. Young people also say they would like more videos and pictures.

Our 2018/19 survey has found that increased numbers of young people are aware of the local offer. One in five young people responding to the survey had used the local offer.

Those young people who use the local offer generally find what they are looking for, however this may partly be because a lot of young people in Dynamite use the local offer to find specific services when they are doing young inspections.

Dynamite visited Highbury College to talk to the students about the local offer.

We spoke to many groups but these are the main comments:

- When every group was asked they said that they would rather have a separate section for young people.
- Young people generally use the search function rather than the boxes.
- Search function often gives no results or too few results. Function would be better if it sorted by relevance and if results didn't have to have every word from the search.
- There should be more pictures, videos and bigger text.
- Site is quite service focused where young people want to use it to achieve specific outcomes/solve problems (e.g. get a job, socialise more, get swimming lessons)
- Language is often confusing.
- If young people do use the buttons there needs to be many options (with pictures) which lead to a smaller list rather than a few general categories which lead to long lists of services.



It was decided that in order to make the local offer work properly for young people we would need to completely redo the website.

Portsmouth Council employed a new member of staff to work on the local offer with young people and parents.

The Dynamite Core Group came up with some questions to ask people applying for the job.

A member of the Dynamite Core Group interviewed the people applying for the job and helped to decide who would get the job.

Young people helped to decide which company should be paid to make the new local offer website.

Young people from the Dynamite core group worked together to write a welcome page for the young people's section of the new local offer website.

We are looking forward to working with the new company to make a local offer which works for young people.

Report by: Dynamite - Core Group

In February 2019 a review of the Portsmouth Local Offer website was undertaken. We consulted with local groups and colleges, and gathered the views of parent carers, Young People and professionals. From this, people using the Local Offer told us:

- Information was not easy to find and it is not all set out the same. Things are not easily searchable and you need to know what you are looking for.
- More information on the home page is needed and drop down menus would be good.
- Young people want simple symbols.
- More accessible content is needed including more clear short summary sheets.
- The website looks old fashioned and it makes me worry that the content is out of date. I don't like the colours.
- The age range categories don't work for me - I look by theme.
- Having an easy to complete contact/feedback form is very important.
- Existing information is good and thorough but not easy to find - there is too much jargon and it's too long.
- Local Offer is too school orientated - I want information on leisure and social groups.
- Need to highlight the eligibility criteria of all services.
- The Local Offer should promote good practice - maybe features / monthly articles - 'good practice in action' - highlight positives.

Following the review, it was agreed that undertaking a complete re-design and re-build was the best course of action to improve the Local Offer and address the issues raised.

Working co-productively with parent carers, young people and professionals across education, health and social care, a revised web specification was created and the contract to design and develop the new website was submitted for tender. A local offer co-production working group was established to ensure that young people and parent carers would be involved at every step of the redesign process.

Following an in-depth fair tendering process, which included interviewing providers, a new developer was identified and the redesign work is now underway.

Phase 1 of the redesign and rebuild will be complete by October 2019.

SEN School and College report audit

As part of the Local Offer review a working group, involving parent carers and education professionals, undertook an audit of the school/college SEN information reports in June 2019. Each report was considered individually and scored against a checklist created in line with the expectations of the SEND regulations 2014.

The audit highlighted good examples of easy to access information but a number of reports were found to be out of date or information was missing. The findings of this audit

are now being incorporated into the Local Offer redesign schedule of work and SEN reports are being updated where necessary.

SEND Parent Carer Survey Jan 2019

In January 2019, a parent and carer survey was launched. 501 participants completed the survey and shared their views. The majority of respondents were parents and carers of children in mainstream schools (51%), followed by those whose children attended a special school (25%). 82 % of respondents had children in the 4-16 years age range and the lowest category were in 22-25 years (3%). 52% of respondents had children with Education Health and Care Plans, 26% were on SEN support and the remaining 22% were unsure of the level of support their child received.

It was positive to find that over 85% of parent carers felt their views are listened to (either fully or partially) by those who are supporting their child.

Key Local Offer Survey findings

- 38% of respondents had used the Local Offer website to find out about services available to support themselves, their child/young person or family. However, 27% had not used the Local Offer and the remaining the 25% had not heard of the Local Offer. This reinforces our understanding that for 2020 there is more we need to work on to raise awareness of the Local Offer in Portsmouth.
- Of those parents and carers who had used the Local Offer website, 63% had found what they were looking for but 38% had been unsuccessful.
- 60% of respondents said they would be happy to have further involvement so that Portsmouth City Council Inclusion Service could gain a better understanding of local SEND user experiences.

Following the survey 20 families were contacted directly by the Local Offer Participation Officer and their experiences are now being used to develop the Local Offer and create service user experience stories for the new Local Offer website.

Between 1 July 2019 and 5 July 2019, Ofsted and the Care Quality Commission (CQC), conducted a joint inspection of the local area of Portsmouth to judge the effectiveness of the area in implementing the disability and special educational needs reforms as set out in the Children and Families Act 2014.

The inspection was led by one of Her Majesty's Inspectors from Ofsted, with a team of inspectors including an Ofsted Inspector and a Children's Services Inspector from the CQC.

Inspectors spoke with children and young people with special educational needs and/or disabilities (SEND), parents and carers, and local authority and National Health Service (NHS) officers. They visited a range of providers and spoke to leaders, staff and governors about how they are implementing the SEND reforms. Inspectors looked at a range of information about the performance of the local area, including the local area's self-evaluation. Inspectors met with leaders from the local area for health, care and education. They reviewed performance data and evidence about the local offer and joint commissioning.

Following the inspection a 12 page report was created outlining key findings. The inspection report will be used to inform the ongoing development of the Local Offer and to shape the Local Area SEND strategy, which you can find on the Local Offer Website <http://www.portsmouthlocaloffer.org/>.

To read the full SEND Inspection Report visit:

http://www.portsmouthlocaloffer.org/images/Portsmouth_City_Council_-_LA_SEND_Inspection.pdf

Key Findings relating to The Local Offer and Participation

- Strong leadership in the local area is leading to the successful implementation of the SEND reforms.
- Co-production (a way of working where children and young people, families and those that provide services work together to make a decision or create a service which works for them all) is being developed well in the local area. There are many examples of co-production informing both strategic and operational developments
- Joint commissioning is effective in Portsmouth. The use of section 75 agreements, aligned funding and shared management arrangements successfully influences the delivery of services to meet the needs of children, young people and their families.

- Children and young people with SEND and their parents and carers, particularly those whose individual circumstances make them additionally vulnerable, receive helpful support from services in the local area.
- Parents, carers and young people sometimes find it difficult to get the right information, help and advice. The local offer is being re-designed in co-production with parents and young people to make it easier to navigate. Young people are helping leaders to make it more straightforward. Currently, the information in the local offer is not accessible to everyone, because it relies too heavily on print.
- Many parents told inspectors that they find it hard to access the information, support and advice that they need. Several parents have not heard of the local offer, others who have tried to use it have not found the website easy to navigate. Some parents of young people over the age of 18 have found it particularly difficult to find information about health services and employment opportunities, including supported internships and apprenticeships.
- EHC plans are co-produced with families and professionals, and the vast majority are completed within the statutory timeframes.... Overall, parents are positive about the quality of their children's EHC plans.
- Young people's views are important to leaders and professionals in the local area. Through the local 'Dynamite' group, young people are working in co-production to help shape improvements in services across the city.
- The local area does not provide a commissioned service for children with sensory processing needs. Occupational therapy will accept referrals for children where there is evidence of a motor skill that impacts on their daily living skills where there are associated sensory processing needs. However, the service is not commissioned to support children and families where the referral is for behaviour which is linked only to a child's sensory needs.

The Past Year What Have We Done?

Over the past year we have continued to embed our 'You Said, We Did' reporting tool. Portsmouth Parent Voice, in collaboration with Portsmouth City Council, produce a 'What's Trending' report on a monthly basis which is reported to the SEND Board. This information forms the basis of the topics covered in the You Said, We Did document which is then regularly published on the Local Offer. It provides an opportunity to highlight what issues parents, young people and professionals have been raising and to respond appropriately. Below are some of the issues raised through this process and other feedback routes.

You said	We did
<p><u>How to access Workshops and Courses</u></p> <p>You told us that:</p> <p>You would like information on how to access a range of parenting workshops/courses to support you, for example Triple P, NVR (Non Violence Resistance) and Incredible Years</p>	<p>We have</p> <p>Asked the Early Help and Prevention Service at Portsmouth City Council and they offer a range of help for parents, including one-to-one advice sessions, workshops and seminars, which you can book directly by contacting your local family hub.</p> <p>Further details on available workshops can be found on the Family Support page here.</p> <p>Or there's a programme of evidence-based parenting courses - including Triple P and Incredible Years - to help parents manage their children's behaviour. These can only be accessed through an Early Help and Prevention Assessment.</p> <p>If you already have an Early Help and Prevention Assessment your Lead Professional will be able to refer you or if you haven't you would need to ask your school, health worker or social worker to make a referral through an Inter-Agency Contact Form to the Multi Agency Safeguarding Hub (MASH) for a decision around whether an Early Help response or Children and Families Services response is required.</p> <p>MASH will forward the referral to the Early Help and Prevention team and they will inform the referrer of the outcome within 24 hours of receiving the information.</p> <p>For more information on the above you can email parenting@portsmouthcc.gov.uk. Please include your full postal address including postcode on any enquiry.</p>

<p><u>Weighted Blankets</u></p> <p>You told us that...</p> <p>You would like information on where you can get Weighted Blankets</p>	<p>We have...</p> <p>Asked Connors Toy Library who hold supplies of blankets that you can borrow. It is advised that you become a member of the Toy Library to access these resources, and details of how to do this can be found at: https://www.cctoystore.org.uk/</p> <p>Autism Hampshire also hold a small supply of weighted items.</p>
<p><u>SEN Support</u></p> <p>You told us that...</p> <p>You would like further information on SEN</p>	<p>We have...</p> <p>Included an article on the Local Offer newsfeed at: http://www.portsmouthlocaloffer.org/ to raise awareness of 'A parents Guide to SEN Support in schools'. The document can also be found by clicking this link: http://www.portsmouthlocaloffer.org/local-offer-search/item/370</p> <p>You may also find the Jargon Buster useful, which can be found on the Local Offer website at: http://www.portsmouthlocaloffer.org/local-offer-search/item/147</p>
<p><u>SEN Information Report</u></p> <p>You told us that...</p> <p>You had found a badly worded SEN Information Report from a school</p>	<p>We have...</p> <p>Asked the Shaping Better Futures Together Group to review a selection of reports from a range of schools.</p>
<p><u>Dyspraxia</u></p> <p>You told us that...</p> <p>The Portsmouth Local Offer held no information on dyspraxia.</p>	<p>We have...</p> <p>Ensured that the relevant information is now on the Portsmouth Local Offer and will be found by searching for 'dyspraxia'. The page contains a link to the Dyspraxia Foundation Hampshire Support website.</p>
<p><u>Educational Psychology Assessments</u></p> <p>You told us that...</p> <p>School is saying that they do not have funding to pay for an</p>	<p>We have...</p> <p>Asked the Portsmouth Education Psychology Service who advised us that:</p>

<p>Educational Psychology assessment following a CAMHS recommendation.</p>	<p>“Assessment by an educational psychologist is not a mandatory part of the autism assessment or neuro-developmental assessment pathway. Sometimes CAMHS or the psychiatrist will suggest to the school that they commission an educational psychologist assessment to help identify and advise on how to support the child, and the information is helpful in the overall assessment process.</p> <p>Schools commission EP work and they pay for it under a service level agreement. They have to decide on priorities and they may sometimes decide that assessment by an EP is not necessary. If a parent feels confused or frustrated by the response from a school I would recommend a discussion with the SENCO to share their views and concerns and receive some reassurance from the school that needs have been identified and appropriate provision is in place, even if an EP assessment has not been commissioned.”</p>
<p><u>Short Breaks</u></p> <p>You told us that...</p> <p>There is confusion around short breaks and respite as well as short breaks from the Portsmouth Carers Centre.</p>	<p>We have...</p> <p>Signposted you to the relevant pages on the Local Offer website as below:</p> <p><u>Short Breaks for Disabled Children</u></p> <p>This page contains general information on the range of Short Breaks including Targeted Short Breaks and Specialist Support. http://www.portsmouthlocaloffer.org/local-offer-search/item/14</p> <p>It includes the <u>Short Breaks Statement</u> and <u>Levels of Support</u> (Universal, Targeted and Specialist)</p> <p>More in depth information can be found below.</p> <p><u>Targeted Short Breaks</u></p> <p>This page contains information on Targeted Short Breaks which are split into two levels. Level 1 are accessed direct by the parent and Level 2 are accessed through an eligibility criteria and application process. Further information can be found here: http://www.portsmouthlocaloffer.org/local-offer-search/item/354</p> <p><u>Specialist Support</u></p> <p>This page describes how the Portsmouth City Council Children's Disability Team provides a specialist service for children and young people who have profound disabilities and complex needs. Further information can be found here: http://www.portsmouthlocaloffer.org/local-offer-search/item/22</p> <p><u>Portsmouth Carers Centre</u></p> <p>The Carers Centre is a one stop shop for carers, offering a variety of support, including emotional support, carers breaks, sitting service, cooking sessions, training, carers groups, support for young carers and adult mental health carers, as well as volunteering opportunities. Further information can be found here: http://www.portsmouthlocaloffer.org/local-offer-search/item/20</p>

<p><u>Diagnosis to receive support in school?</u></p> <p>You told us that...</p> <p>You were unsure as to whether you needed a diagnosis to receive support in school.</p>	<p>We have...</p> <p>Included the statement that Portsmouth is a needs lead city and you do not need a medical diagnosis in order to receive support in school.</p> <p>You can find more information on the Portsmouth Education Partnership (PEP) website by clicking on the link: http://www.portsmoutheducationpartnership.co.uk/services/special-education-needs-and-disabilities/ and then the SEN Support green tab.</p> <p>Please also refer to the Ordinarily Available Provision describing what the Local Authority expects schools to provide when special education needs are identified. http://www.portsmouthlocaloffer.org/images/Final_SEND_OAP_August_2018.pdf</p>
<p><u>Benefits</u></p> <p>You told us that...</p> <p>You found information about benefits confusing and difficult to access.</p>	<p>We have...</p> <p>Signposted you to the page of Information and Support Services as listed on the Portsmouth Local Offer website: http://www.portsmouthlocaloffer.org/local-offer-search/item/186</p>

Local Offer Entries

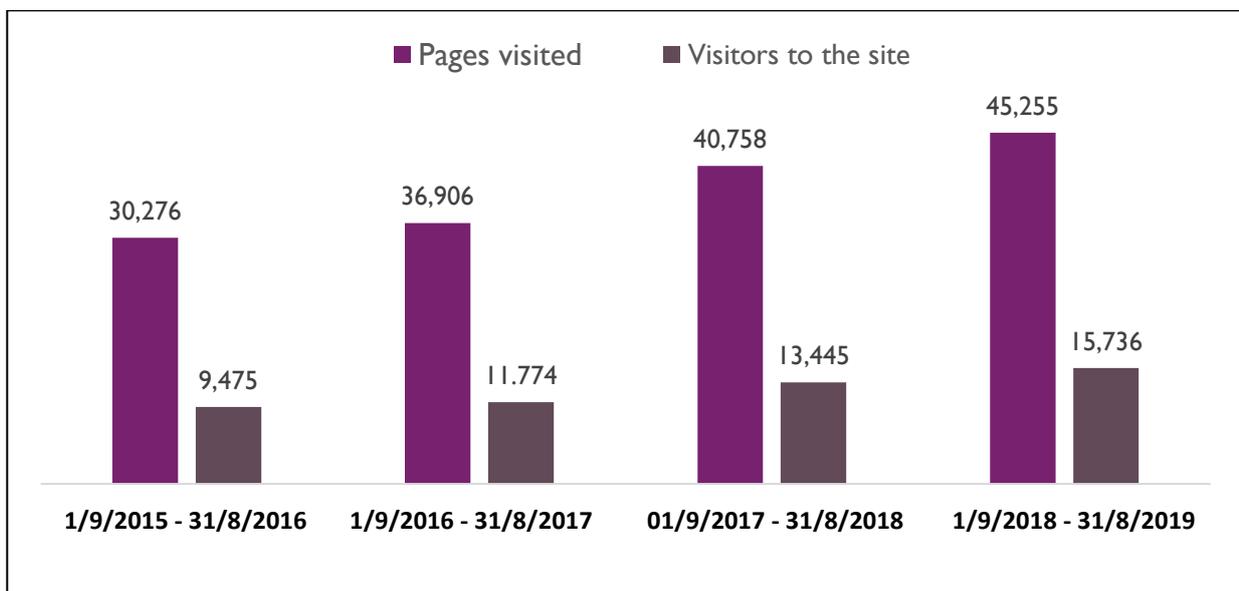
Entries on the Portsmouth Local Offer have steadily increased over the past year, and the website now has 498 entries. See table below for the breakdown of Services and Information categories. Please be aware that some entries will appear in more than one category.

Category	Number of Entries
Education - including schools, education services and general education information	271
Care	45
Health	67
Leisure	83
Advice, Information and Support - including guidance and forms	170
Learning and Work - including colleges, guidance and forms	83

How many people have been looking at the Portsmouth Local Offer?



The number of visitors to the site has increased by 11% over the last year and the number of pages visited has increased by 17% (See table below)



Why did people contact us in 2018-2019?



- To ask for their organisation/service to be included on the Portsmouth Local Offer
- To advise of changes or inaccuracies to their Portsmouth Local Offer entry
- To ask for advice re their searches for:
 - Mental Health support
 - Youth Counselling
 - Mental Capacity Act
 - Support with adaptations in the home
 - Short Breaks Prepaid Card
- To make us aware of problems with the links to other websites

The Year Ahead 2019 - 2020

The following have been identified as the priorities for the coming year.



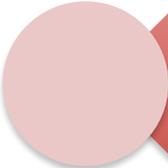
To launch the new website and continue to develop the local offer as a 'one stop shop' of information for parents/carers and professionals



To effectively promote and publicise the local offer to parents/carers, young people and professionals



To further develop the local offer as a planning tool for young people, particularly those age 18-25 years



To continue to monitor the Portsmouth Local Offer and respond to feedback

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