

Portsmouth Local Offer Annual Report

2016 - 2017

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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 2016 - 2017, 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, 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 groups 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.

Co - Production Week

To celebrate National Co-Production Week, Portsmouth City Council hosted an event on July 4th, 2017 to highlight some examples of how co-production has improved some of the services the council provides. Representatives from Portsmouth Parent Voice and Dynamite joined with council colleagues to showcase the collaborative work which has been developed. Young people, parents and carers who use some of the council's services, including young people's mental health services and special education needs and disabilities services, have worked together on the design of websites and materials to improve information, advice and support available. This has resulted in more parent/carer friendly materials and websites which reflect the needs and requirements of those using services as well as the views of the professionals involved and is at the heart of co-production.



Please click the following link to view 3 videos produced by Portsmouth Parent Voice which celebrate co- production.

<http://www.portsmouthparentvoice.org/news/new-videos-released-today-to-celebrate-national-co-production-week/>

Shaping Better Futures Together - Co-production Steering Group

This year the co-production group has undertaken a lot of changes. It has become the co-production and local offer steering group with a remit to try to ensure co-production is used at every opportunity and to ensure the Portsmouth Local Offer website is fully accessible at all times and provides up to date and relevant information for parents carers in the city.

Using support from West Sussex Parent Carer Forum the co-production group completed a self-evaluation recognising areas of strength as well as areas of weakness, and developed a new name to reinforce their identity: Shaping Better Futures Together.

Parent Appreciation Awards have continued to be awarded to recognise individuals who have gone above and beyond to help a family.

The co-production group have worked alongside the Future in Mind working group to develop parent friendly documents explaining the mental health services available in Portsmouth. Parent carers were also involved in the service identification and specification to develop the U Matter service aimed at children and young people over 11 with emotional and wellbeing issues.

3 videos have been developed explaining the importance of co-production, what a parent carer forum is and how parent carers can be involved in the development of services. Alongside this a 'Top Tips' for professionals document has been produced that gives clear guidance on the difference between co-production and consultation. These were all shared at the co-production celebration event.

The co-production group have also established the School SEN Champions across the city. School SEN Champions are parent volunteers who undertake to help in at least one school to share information with parents and to guide parents to the Local Offer Website. The co-production group helped to ensure the parents who volunteer are given appropriate parent friendly documents to help them support other parents.

Report by: Shaping Better Futures Together -
Co-production Steering Group



How Dynamite has worked to make the Portsmouth Local Offer better for young people in 2016 - 2017

Dynamite is a co-production group for young people with SEND in Portsmouth. In May 2016 Dynamite were commissioned to deliver the Young Inspectors Programme. 12 Young people were recruited to be trained as Young Inspectors. Young Inspectors are young people aged 16-25 who are paid to visit services on the Portsmouth Local Offer in groups of three and then write a report saying what was good about the services and also recommending ways that services could be better.

Young Inspectors were interviewed and also attended training where they learnt about jargon, safeguarding and talked about how to look out for things which weren't right with a service and come up with ideas for how to make those things better.

The project was overseen by the Dynamite Core Group (a steering group of four young people and a representative from Portsmouth City Council). After 6 months a review meeting took place with 6 young inspectors, representatives from Portsmouth Disability Forum and Portsmouth City Council as well as one of the inspected services contributing (all attended apart from 2 Young Inspectors who contributed remotely via email). They decided to try to have more pictures in the reports, for inspectors to wear lanyards showing that they are inspectors, and for inspectors to prepare questions to ask a service before they attend an inspection.

Over the year Young Inspectors have visited 13 services and written reports about all of these. There were 8 leisure services, 4 colleges and the YouTrust's IntoWork service. The reports were shared with services so that they could respond to the recommendations made and then they were shared with the SEND Board. The reports found that services in Portsmouth have really good staff working for them and that people's disabilities rarely get in the way of them accessing a service. They also found that generally young people feel that they are safe when they visit a service.

They found, however, that sometimes it was difficult to find your way into a service, often signs aren't as clear as young people would like. Young Inspectors also found that the information about services on the Portsmouth Local Offer website was usually very confusing, contained lots of jargon words and often didn't tell young people the things they would want to know. Dynamite felt that part of the problem was that the questions which the council were asking services to get information to put on the website weren't always useful. Dynamite worked with students at Highbury College to develop a list of 10 questions for sports and social clubs to use when putting information on their local offer page. Young Inspectors then worked with Dis-Play sports and Social Club and The New Theatre Royal's Drama Plus – Extras group to co-produce two exemplar local offer pages. Young Inspectors have also begun work with the Social Enterprise Lily and Lime to co-produce their page for the Portsmouth Local Offer.

In July 2017, The Preparing for Adulthood Subgroup of the SEND Board hosted a workshop to look at how to make the Portsmouth Local Offer website better for young people. The meeting was attended by four young people and the format of the regular meeting was changed based on recommendations from Dynamite Core Group to make it more accessible to young people with SEND.

Report by: Dynamite Co-production Group

Peer Review

A Peer Review was carried out in conjunction with Reading Local Authority in February 2017 as part of a Regional Peer Network. Reading's feedback on the Portsmouth Local Offer was overall positive with areas of good practice being highlighted i.e. the availability of policies and strategies on the Portsmouth Local Offer, the colourful appeal of the website and the Preparing for Adulthood section. Missing or limited information was also identified through the review.

Comments made included:

- really like the video clips
- link to Section 41 easily found
- good information on Personal Budgets
- respite - good information with links to Portsmouth City Council site
- good information on Health visitors
- good information for traineeships
- latest news section on the home page is good

- no hospital information
- no information on supported living
- no information on higher education
- childcare information was difficult to source
- couldn't find information for parents specifically re EHCPs
- no SEN information or eligibility criteria for preschools.

Suggested ideas for improvement identified in the review were discussed at the SEND Implementation Group and the parent/carer co-production group.

Following this, appropriate changes and additions were then made to the website in response to the review findings. These actions were jointly agreed in discussion with the Chair of the Parent/Carer co-production group, the Portsmouth City Council Local Offer Officer and the Portsmouth Parent Voice Co-Ordinator.

A follow up session to this Peer Review is due to take place in November 2017

The Past Year - What Have We Done?

Feedback	Action Taken
<p>Feedback suggests that:</p> <p>There is an ongoing need to promote the Portsmouth Local Offer amongst parents, carers, young people and professionals.</p> <p>There is still a lack of awareness of the Portsmouth Local Offer with some parents and carers. This was highlighted during the consultation process which took place in the Autumn of 2016 regarding the Beechside Respite Care Unit.</p> <p>Previously, publicity had been directed mainly at families but it became clear that families were more aware of the Portsmouth Local Offer if it had been introduced to them by professionals supporting them.</p> <p>There was less awareness of the Portsmouth Local Offer amongst parents and carers of children and young people on SEN Support.</p>	<p>We initiated a publicity campaign at the start of the year to raise awareness of the Portsmouth Local Offer. In Portsmouth, posters, postcards and flyers were sent to the following:</p> <ul style="list-style-type: none"> • Schools • Colleges • GPs • Hospitals • Health Visitors • Early Years Settings and Children's Centres • School governors <p>The postcards and flyers were particularly aimed at professionals to raise their awareness of the Portsmouth Local Offer in order for them to make the families they were working with aware of this valuable resource.</p> <p>The Annual Local Offer Live event took place in April 2017. This was an opportunity to showcase and raise awareness of the Portsmouth Local Offer and a range of other services available to support children, young people and families with SEND in Portsmouth. It was also an opportunity to identify available resources and services which did not yet feature on the Portsmouth Local Offer.</p> <p>Portsmouth Local Offer representatives from Portsmouth City Council also attended other networking events i.e. Carers Event, school open evenings and team meetings to raise awareness of the Portsmouth Local Offer.</p> <p>The Special Education Needs team include a Portsmouth Local Offer leaflet with letters to parents and carers as part of the EHCP process. They also ensure that parents are made aware of the Portsmouth Local Offer through the Annual Review process and Co-production meetings.</p> <p>Raising awareness of the Portsmouth Local Offer with schools and colleges has also taken place through the regular SENCO network meetings.</p>

	<p>Information on the Portsmouth Local Offer has been included in newsletters to Inclusion staff, school governors and included in the schools bulletin.</p> <p>The introduction of SEN Champions in schools is raising awareness of the Portsmouth Local Offer with parents and carers through a range of activities, ie coffee mornings and parents evenings.</p>
<p>Feedback suggests that:</p> <p>The Portsmouth Local Offer search engine does not always find an entry due to the precise nature needed for the search phrase.</p> <p>That it would be useful for some Portsmouth Local Offer entries to be grouped together which would make searching quicker for those using the site.</p>	<p>A thorough programme of tagging entries on the Portsmouth Local Offer has been carried out. Users have been asked what terms they would use when searching and entries have been tagged or amended accordingly. This remains an ongoing process in response to any feedback received and the site is updated weekly.</p> <p>Some entries have been grouped together under one heading. For example information on the EHCP process specifically for parents has been placed under one heading and schools have also been grouped under infant, junior, primary, secondary or special.</p>
<p>Feedback suggests that:</p> <p>There were gaps in health entries. It was also acknowledged there appeared to be limited awareness amongst health professionals of the Portsmouth Local Offer.</p>	<p>Local Offer posters, postcards and flyers have been distributed to all Portsmouth GP surgeries, hospitals and other health services via the Integrated Commissioning Service.</p> <p>All health service/provider entries have been checked for accuracy by the Integrated Commissioning Service, missing services identified and added to the Portsmouth Local Offer.</p>
<p>Feedback suggests that:</p> <p>Clarification was needed as to the ongoing and developing role of the parent/carers co-production group and local offer steering group. This was agreed in discussion with the members of the parent/carers co-production group.</p>	<p>The parent/carers co-production group has been renamed as Shaping Better Futures Together and has become more strategic in nature. The group worked with the parent/carers co-production group from West Sussex to review their role and impact so far and to suggest any changes needed.</p> <p>The terms of reference for the group were rewritten and agreed with the Head of Inclusion for the Local Authority.</p>

	<p>The parent/carer co-production group is jointly funded by the Local Authority and Health and a member of the Integrated Commissioning Service also attends in addition to the Portsmouth City Council representative.</p>
<p>Feedback suggests that:</p> <p>Parents felt it was not clear on the Portsmouth Local Offer, which schools have Inclusion Centres (Additional Resourced Provision/Units).</p>	<p>A specific heading for Inclusion Centres was added to the Portsmouth Local Offer. In addition to this all schools with Inclusion Centres were tagged to reflect their school had an Inclusion Centre/Resourced Provision/Resourced Unit.</p>
<p>Feedback suggests that:</p> <p>Young people felt the information on the Portsmouth Local Offer is not always presented in a user friendly way for them. This was particularly relevant for leisure type entries.</p>	<p>The Dynamite core group have worked on producing a new template specifically aimed at being used for entries of interest to young people, particularly in the leisure category. They have worked with students from Highbury College to find out what information they felt should be on a Portsmouth Local Offer page and used this to develop the new template. This has resulted in 2 exemplar Portsmouth Local Offer pages being produced for a sport and social club and a theatre.</p>
<p>Feedback suggests that:</p> <p>Parents/carers were not clear what services are free to access and where there is a charge</p>	<p>New entries will include this where applicable and the amended Portsmouth Local Offer template will include this question. In addition to this, where this information is known it has been added to current entries.</p>

Local Offer Entries

Entries on the Portsmouth Local Offer have steadily increased over the past year, and the website now has 390 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	107
Care	33
Health	62
Leisure	61
Advice, Information and Support - including guidance and forms	173
Learning and Work - including colleges	52

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



The number of visitors to the site has increased by 24% over the last year and the number of pages visited has increased by 22% (See table below)





Why did people contact us in 2016 - 2017?

- To ask for their organisation/service to be included on the Portsmouth Local Offer
- To ask for advice re: the Education, Health, Care Plan process or which forms to use
- To advise of changes or inaccuracies to their Portsmouth Local Offer entry
- To ask for advice re their searches for:
 - Support for a child with a language disorder
 - Provision for children with Autism Spectrum Conditions
 - Support groups for Autism Spectrum Conditions
 - Parenting support
 - CAMHS neurodevelopmental pathway
- To comment that it was not clear which schools had Inclusion Centres
- To ask for advice re: short breaks
- To make us aware of problems with the search engine
- To compliment the Portsmouth Local Offer :

'a user friendly site with good links'

'it's really easy to find information, a lot could learn from you. I managed to find information about the Disability Access Fund which is a first'

'it's brilliant, I tell all our parents about it'

'thank you for making the changes to our Local Offer entry so quickly'

The Year Ahead 2017 - 2018

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



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



To work towards making entries on the Portsmouth Local Offer more user friendly for young people



To continue to review and develop the role of the parent/carer co-production group



To continue to be part of the Peer Review process and link to the regional group enabling improvement and learning from good practice elsewhere

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