



Bradford's Local Offer Annual Report 2015/16

Foreword

I am pleased to introduce the 2015/16 Local Offer annual report.

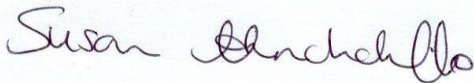
The development and review of the Local Offer has been strongly influenced by the views of parents, carers, children and young people during the last 2 years, who have given a continued level of commitment to this area of work, even during the school holidays.

The Local Authority is continuing to develop effective partnerships with key organisations across the District.

Bradford MDC is also a member of the West Yorkshire Local Offer network and is working closely with other local authorities in the region to share information and good practise.

The Local Offer will continue to review the resources that are available to families in the District and through the Local Offer we will give careful consideration to the feedback received to inform the future commissioning of services across Education, Health and Social Care.

Councillor Susan Hinchcliffe



Chair of Health and Wellbeing Board

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Colour code for the different feedback providers for ‘what you said, what we did’.

Young People  Adults (18-25 years)  Parent/Carers  Service Providers  Website 

Introduction

The Children and Families Act (2014) placed a new requirement on all local authorities to publish a Local Offer. The Local Offer must provide information on services across Education, Health and Social Care for children and young people who are aged 0 - 25 years and have special educational needs and/or disabilities (SEND). The Local Offer includes local provision and provision outside of the area that is likely to be used including regional and national specialist provision.

The Special Educational Needs and Disability Code of Practice: 0 to 25 years provides statutory guidance for organisations who work with and support children and young people with special educational needs and disabilities.

The purpose of the Local Offer is to provide clear, comprehensive and accessible information about the available services and how families can access it. The aim is to make provision more responsive to local needs and aspirations by directly involving disabled children and young people and those with special educational needs, their parents/carers and service providers in its development and review.

The Local Offer has been co-produced with key stakeholders including young people from the Bradford district with SEND, their families' and with input from key service providers across Education, Health and Social Care. The Local Offer makes it easier for families to find information, provides clarity for families about the services that are available, enables families to identify any gaps in provision and provides an evidence base for improving services in the future.

The Local Authority must seek and publish comments that are received about the Local Offer and publish annually along with their response to those comments. Feedback must be sought on the content, accessibility and the development and review of the Local Offer.

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¹ Please note that the feedback collated and analysed for this report covers the period Sept 2015 to 31st May 2016.

Summary of developments achieved following up further actions required from Annual Report 2014-15 “You said, We did “feedback and next steps.

What “you said”

Alternative formats to the website in order to promote and increase awareness of the Local Offer. For example, leaflets, booklets, advertise on notice boards, schools, community events, use of videos etc.

Include a Young Persons section to make the Local Offer user friendly.

A search option on the homepage of the Local Offer website whereby you can access information by specialist need/ or disability.

What “we did”

We continued to develop awareness, by promoting the Local Offer across local education, health, and social care services including all voluntary and charitable organisations-within the Local Offer website. This included the distribution of “The Guide booklet” and leaflets/posters-[The circulation list is given in Appendix A, and Appendix B](#) outlines the services visited to promote and distribute the booklet and leaflets/posters.

[Sarah Pawson](#)

We continued to work with young people and partnership organisations and have developed a new Children and the Young Peoples page within the Local Offer website. The page structure is now complete and the being developed. This has been reviewed by Children and Young People across the district. See the children and young people’s comments “You said we did 2015-16” within this report.

[Sarah Pawson](#)

We have developed the search option menu on the home page with the use of effective Google tags/keywords. This helps to bring together all relevant information applicable to your search. We have further developed the search tool tab ‘find a service’ postcode search, which now includes all services listed within the Families Information Service. Education establishments can be searched by specific need. We intend to further develop this tool by extending the distance of search and using sub categories for searching activities.

[Sarah Pawson](#)

Cont. Summary of developments achieved following up further actions from annual report 2014/15 “You said, we did” feedback and next step.

What “you said”

Lack of information and advice for when young people leave college and transition into adulthood.

What “we did”

As a district we are working hard to improve the support available for young people who are leaving college. In May 2015 The Social Care Transitions Team appointed a member of the team as a college link worker. The link worker’s role is to work alongside colleges and Connexions workers to identify young people with a disability who are leaving college.

Colleges are now routinely arranging ‘Transition out of college’ reviews for all SEN students leaving College at the end of the academic year. The Link worker and a Connexions worker play a key role in these reviews and will work with the young person to identify future options for continued education, employment and agree what support they might need to achieve these.

If it is identified that a social care assessment would support these discussions, the link worker will work with the college to ensure a referral is made to the social care Transitions Team who will complete a social care assessment.

Where it is identified that a young person is eligible for social care support the Transitions Team will work with them to explore a range of different options such as Supported Employment, community inclusion projects, opportunities to work in performing Arts, gardening, catering and music projects, and continued learning opportunities.

Individuals are also offered the option of Personal Budgets and are able to explore using direct payments to employ a personal assistant to help them to access the community.

The Transitions Team now offer a duty service 9.30 – 4.30 Monday – Friday where a member of the team is available to talk to individuals, parents or carers who may need advice and information about what options are available to them as they become a young adult. As well as telephone discussions we are able to home visits to provide further information to address any queries or concerns.

You can contact the Transitions Team on: 01274 435750. [Gill Impey](#)

Cont. Summary of developments achieved following up further actions from Annual Report 2014/15 "You said, We did" feedback and next step.

What "you said"

Places to meet people aged 18-25.

An option for sign language or voice over for the visually impaired.

Not enough childcare facilities for children age 9+ with Attention Deficit Hyperactive Disorder (ADHD)

What "we did"

The Local Offer website and The Guide booklet provides services and support that is available through adult care and support and preparing for adulthood. We shared your comment with adult services in 2015. Adults services responded: The Youth Service routinely offers provision for young people 13-19 and up to 25 with a disability. Whilst we do not specifically run provision for the age range of 18-25 as a closed group there are many young people within this age range who use some of our inclusion provisions. A full list of days and times of youth service provisions is available from the local area coordinators offices in each constituency area.

Heather Wilson

We have continued to develop accessibility of the website and purchased Browse Aloud software in Feb 2016. This enables voice over, colour overlays, different font sizes and easy read versions. This software has been live on the website since March 2016.

Sarah Pawson

We shared your comments with Early Childhood Services in 2015. Early Childhood Services responded: "The Local Authority has a duty to ensure that childcare provision in the district is accessible, inclusive and of high quality. In particular, there is a commitment to ensuring that all settings have an effective policy for ensuring equality of opportunity and for supporting children with Special Educational Needs and Disability. There are few childcare provisions for children over 9 years. However, Family Information Services can provide support in locating appropriate childcare and can work with key Local Authority officers to support access to this childcare."

Pauline Naylor

Cont. Summary of developments achieved following up further actions from Annual Report 2014/15 “What you said, What we did” feedback and next steps.

What “you said”

Disability football club and base camp run by Bradford Council are unable to accommodate children and young people with SEND due to funding.

What “we did”

We have shared your comments with Disability Sports and Short Breaks in 2015. Disability Sports and Short Breaks response:
The Disability football club and Base Camps do take children with disabilities that fit within a safe group ratio, Base Camps are funded solely by admission charges groups taken into account the needs of all children and young people who attend the scheme. Where a young person has a play partner worker this can be accommodated if the young person is compatible with the group as the service is not set up to take disabled children and young people who need one to one support. The council staff members that run the Base Camps have been working with Bradford Disability Sports advising them on running a summer Base Camp specifically for those disabled young people who need more resources in order to be safe and participate. There are other services through short breaks that will take children and young people who need a higher staff ratio or support with integration, parents and carers should contact Specialist Inclusion Project to discuss appropriate alternative services.

Cath Dew & Bradford Disability Sport and Leisure

The Local Offer Annual Report 2014/15

<https://localoffer.bradford.gov.uk/Docs/Final%20Annual%20%20Report%20260815%2014-2015%20Approved.pdf>

- All the next steps listed within the 2014/2015 Annual Report (page 22) have been implemented and completed and will be reflected in the summary above.

Website Usage

Local authorities must make their Local Offer widely accessible including a web based resource. The website provides a platform for Bradford’s Local Offer. There are also alternative formats for those without access to the internet such as a booklet, leaflet and videos. This provides a choice for families as to how they access the information and it can also improve access for different groups including disabled people and those with different types of special educational need (SEN). The Local Offer website is split into sections so that users can find information that is relevant to them with ease.

Outlined in the figures below is the hits usage of the categories within the Local Offer website and the pages within these categories. Both 2014-15 Annual Report results and 2015-16 are shown to view the comparison of category hits and page use over a period of time

Figure 1-Top 8 most used categories in 2014-15

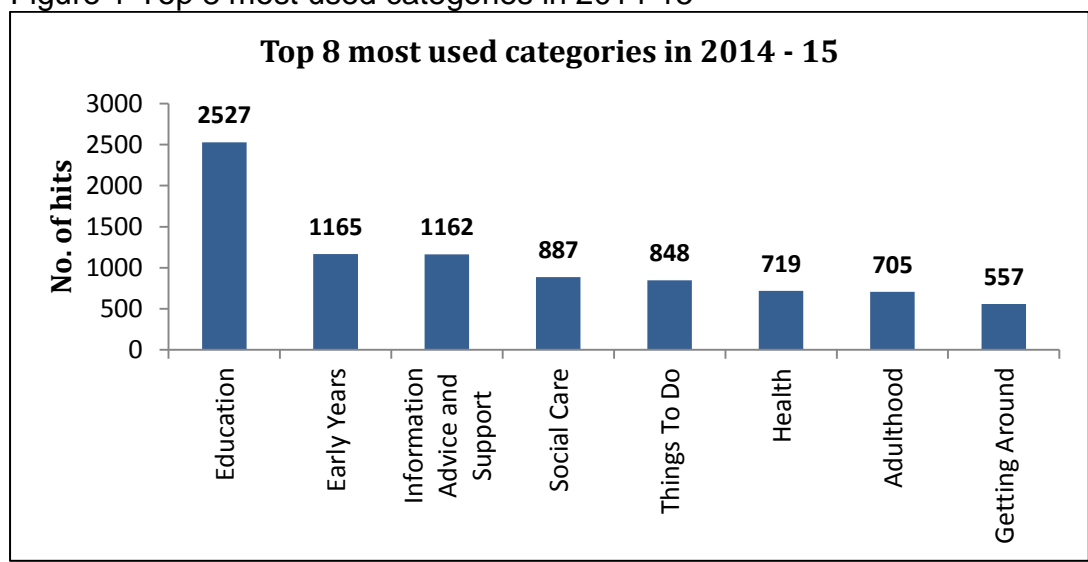
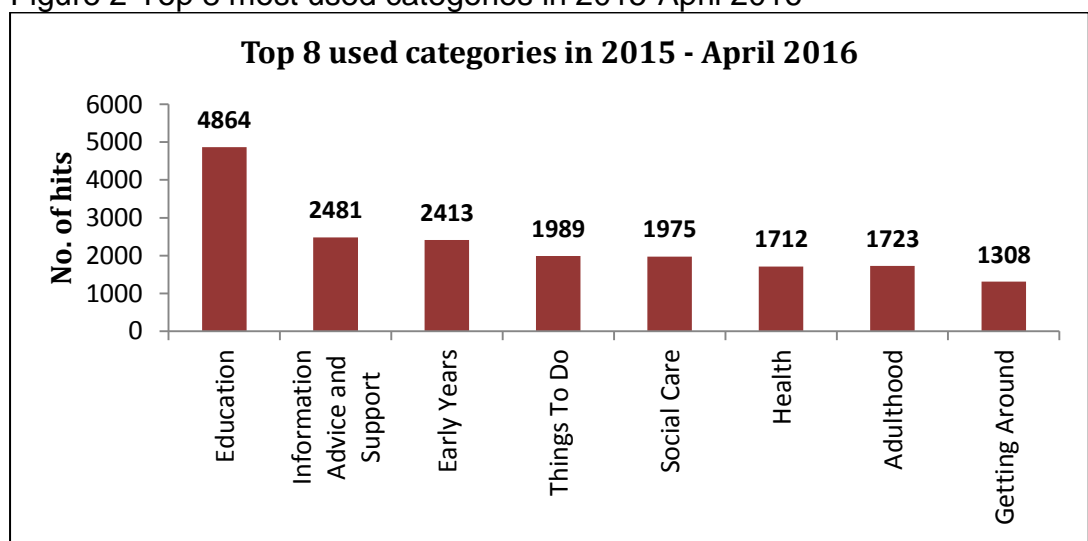
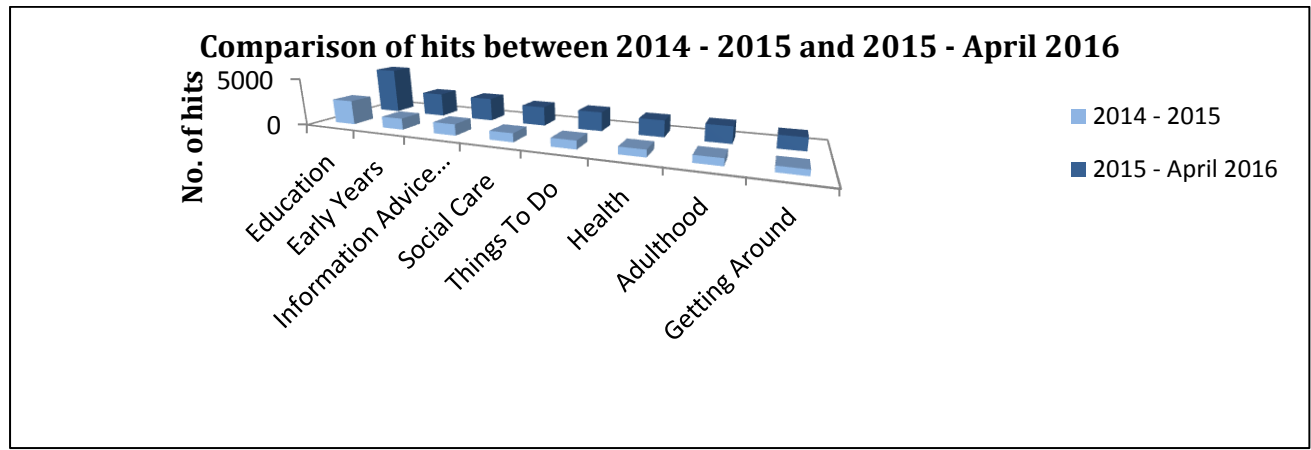


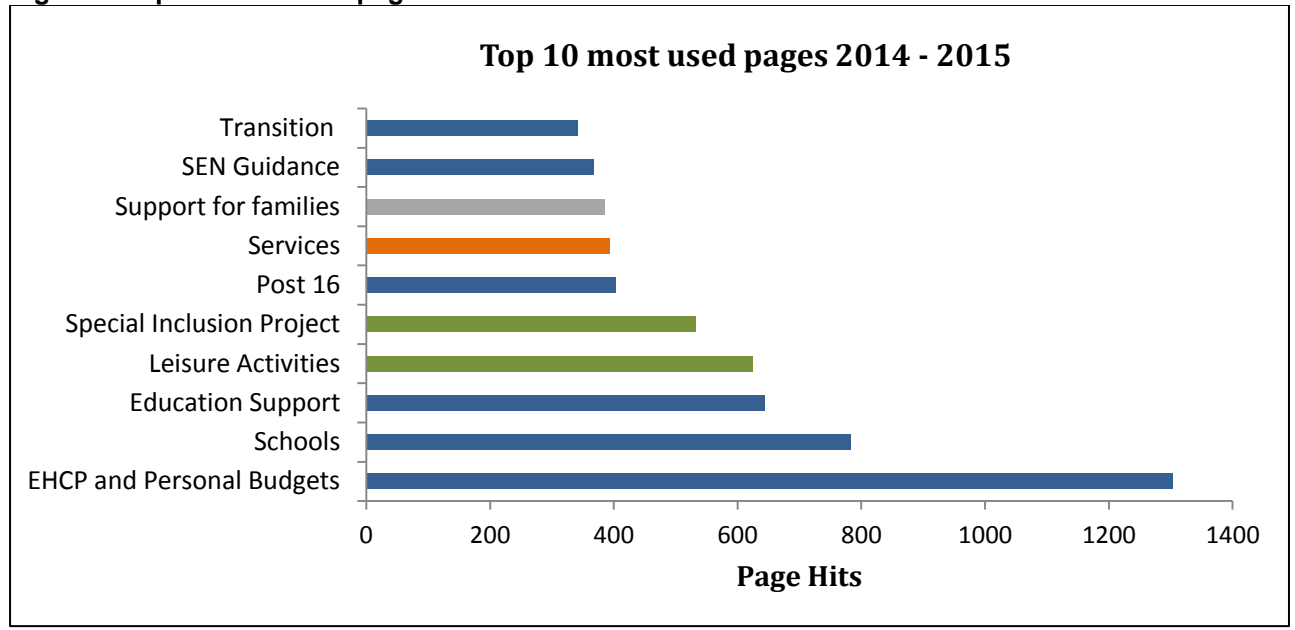
Figure 2-Top 8 most used categories in 2015-April 2016





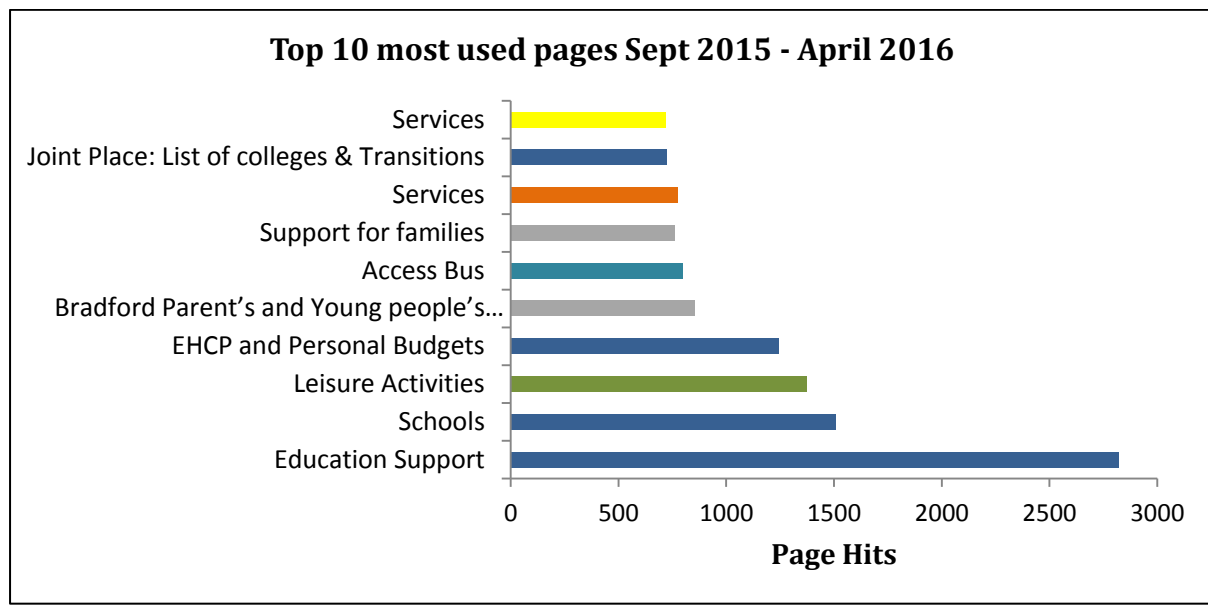
Looking at the results in figures 1 and 2 the Local Offer category service hits have doubled over time with Education still ranking number 1. The increase in hit levels have been strongly influenced as result of a Local Offer Officer in post. A key part of their role focuses on the promotion, attending events, meetings, developing partnership working with all services within the Local offer, organising focus groups, managing the feedback gained from all key stakeholders and maintaining content updates from the service providers.-This is covered in more detail in Appendix B.

Figure 3-Top 10 most used pages 2014-2015



Category	
	Education
	Things to do
	Early Years
	Information, Advice and Support
	Getting Around
	Health

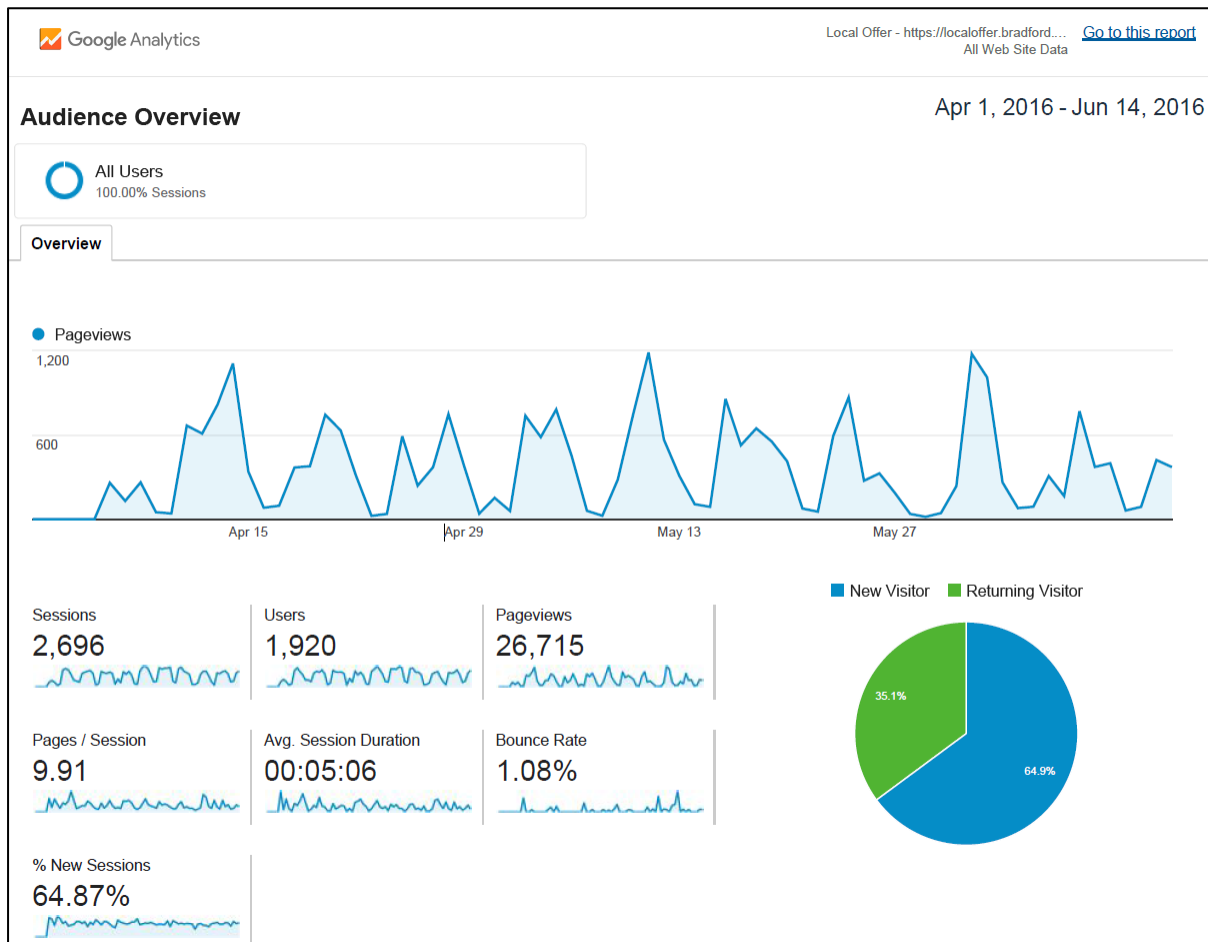
Figure 4-Top 10 most used pages 2015-April 2016



Category	
Education	Blue
Things to do	Green
Early Years	Orange
Information, Advice and Support	Grey
Getting Around	Teal
Health	Yellow

Looking at the results in figures 3 and 4 the most useful pages users are hitting is about Education Support, Schools, EHCP and personal budgets and Things to do. The Local Offer has recently developed the Things to do page using feedback gained from key stakeholders.

Figure 5: Google Analytics stats for Local Offer Website:



The data from the website usage and Google Analytics (see figure 5 above), combined with the key stakeholder feedback received means that the Local Offer Officer has been able identify gaps in services; develop the content and the look of the Local Offer, since it was first launched in September 2014. The website is under regular development and review and we will continue to work alongside our key stakeholders and our ICT web development team to keep it regularly updated.

Co-production

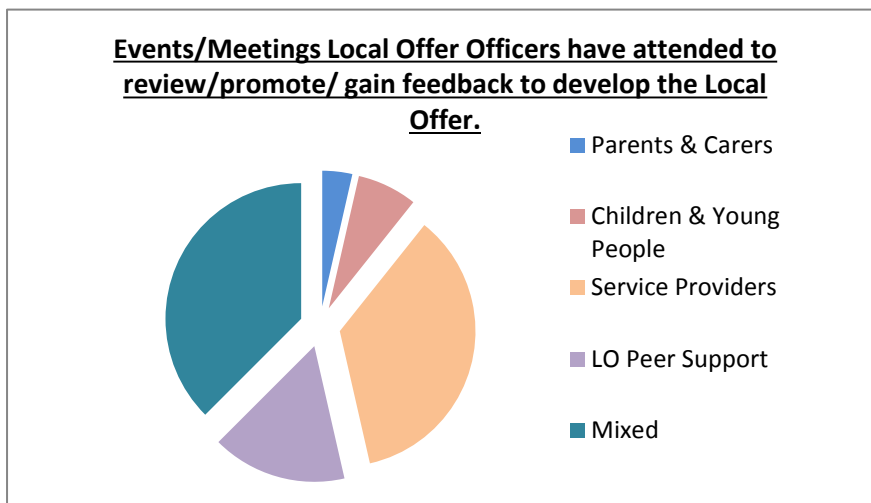
The co-production of the Local Offer has involved children, young people parents/carers, service providers and other local authorities. This has included planning the design, developing the structure for the content, deciding the alternative formats that we make available, improving the content available within the Local Offer, participating in local authority peer support working groups and deciding how to promote and to publish feedback on an annual basis.

Children, young people, adults (18-25 years) and parent/carer of children with special educational needs and or disabilities, involvement is central to the development of the Local Offer and we have organised and attended various events within the Bradford district area to gain feedback, and we have used the comments to co-produce Bradford’s Local Offer.

A mixed method approach was adopted to receive feedback and promote the Local Offer. Feedback gathered through online surveys, Local Offer focus groups, Local Offer website, emails, telephone, parent open forum meetings, questionnaires for children, young people and young adults (18-25 years) with SEND and their parent/carers. The Local Offer Officer has also attended a large number of events including Southfield Secondary School Path Vocational Centre Transition events, Travel Assistance and personal budget workshops organised for families with children and young people birth to 25yrs. These events have provided an opportunity to promote the Local Offer and also gain valuable verbal feedback-[This is covered in more detail in Appendix B.](#)

All the feedback has been analysed collated on common themes. Feedback which is unique to each stakeholder group is given overleaf. We have used a ‘What you said’ and ‘What we did’ format.

Summary of events, meetings, workshops and reviews Local Offer Officer attended



Parents & Carers	2
Children & Young People	4
Service Providers	20
LO Peer Support	9
Mixed	21

Local Offer feedback unique to the updated online questionnaires on the website

Children and young people with special educational needs and disabilities and their parent carers are invited to leave compliments, comments or concerns about the local offer within our websites feedback page, in particularly the :

- **The content of the Local Offer, including the quality of existing provision and any gaps in the provision**
- **The accessibility of information in the Local Offer**
- **How the Local offer has been developed or reviewed**

If users have a complaint or concern about an individual service they are advised to contact the service directly for this to be dealt with through their comments and complaints process. The Local Offer will send feedback to services in order to gain a response to publish in the Annual Reports. The local authority regularly monitors all of the feedback that is received about the local offer.

The website feedback page on the Local Offer has been reviewed by parent carers, children young people and service providers and the new version survey questionnaire which generate feedback automatically was published live in April 2016 on the LO feedback page. Previously to this, online feedback was submitted online within this page but had limited information options to feedback about awareness/promotion of the LO and resources, gaps, monitoring age ranges and needs were not recorded. We received 6 online feedback (inc emails) responses between Sept 2015-March 2016 which are shown within the co-production section. The amount of, age ranges and specific needs of respondents are shown in Appendix C

The new version of the survey questionnaire responses are given below.

Online questionnaire completed by parent, carers, service providers, children and young people April 2016-31st May 2016.

The results have been collated and analysed and responded to below and split into 2 groups:

- parent/carers and service providers
- Children and young people

Parents/carers and service providers feedback

Parent and Guardian Questionnaire

This report was generated on 09 June 2016. Overall 5 respondents completed this questionnaire.

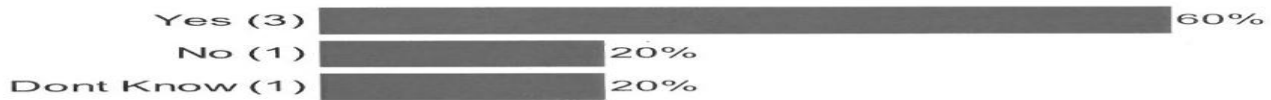
When did you last visit the local offer website? Month/Year

- April 2016
- Last year
- 24 May 2016
- May 2016
- 2016

How would you rate the content of the local offer website?



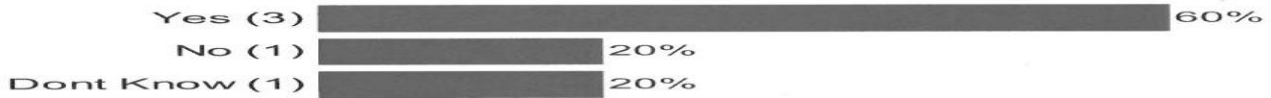
Is the website information clear?



Please give more detail:

slow, time consuming, out of date

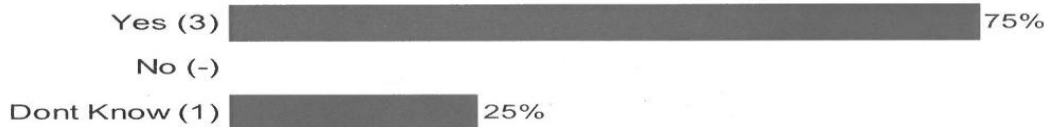
Is the website easy to use?



Please give more detail

very time consuming. had to get link from friend at end

If you have seen the booklet could you find what you were looking for and was the information clear?



Please select: I am a:



Response to parent carers and service providers questionnaires

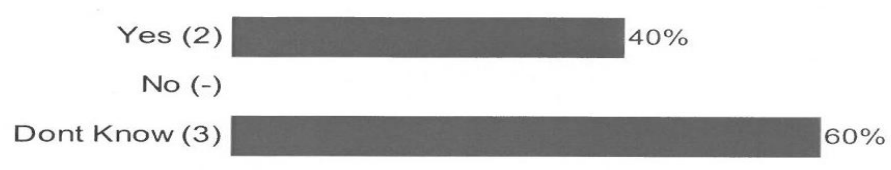
We have shared your responses with the appropriate service and will develop the local offer during 2016-17 using the feedback provided in the questionnaires and the feedback provided by the focus groups shared in parent carers "what you said" what we did section of this report.

Children and young people

Children and Young people questionnaire

This report was generated on 09 June 2016. Overall 6 respondents completed this questionnaire.

Did you find the information you were looking for?



Please give more detail

as above

Have you seen the "What's New" page on the Local Offer website?



Do you think any other information should be included on the Local Offer website?

quality not quantity. whats tge point in professionals just duck their responsibilites and lie. ti elines for ehcp care rebviews

Is there anything else you would like to say about the Local Offer website?

No
waste of time, rather have services than glossy fluff

Have you seen Bradford's Local offer leaflets and posters advertised in your local area?



Have you seen our new "The Guide Local Offer" booklet as an alternative format to the website?



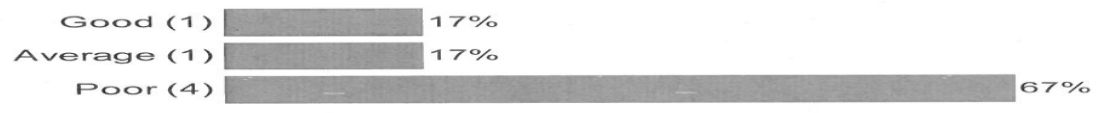
Where?

Snoop

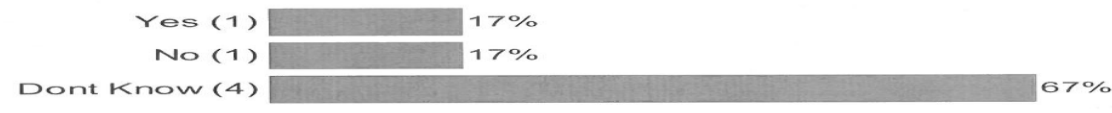
When did you last visit the local offer website? Month/Year

2 weeks
 i visited this website today
 no
 NO
 no
 no

How would you rate the content of the local offer website?



Is the information clear?



Please give more detail

Hard to find pages
 i think the website is good
 no
 NO
 no
 no

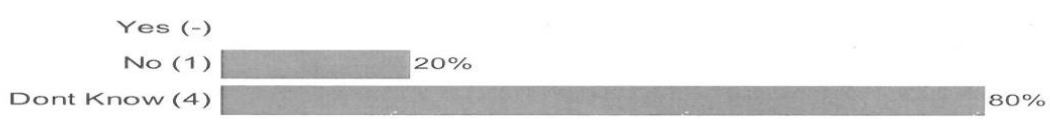
Is the website easy to use?



Please give more detail

we can understand the website a lite bit
 no
 NO
 no
 no

Did you find the information you were looking for?



Please give more detail

Mum helped
 i do not know
 no
 NO
 no
 no

Have you seen the "What's New" page on the local offer website?



Do you think any other information should be included on the Local Offer Website?

i can not think of any information should be included.
 yes
 yes
 yes
 no

Is there anything else you would like to say about the Local Offer website?

the information is nice and clear to understand
no
no
no
no



Have you seen the Bradford's Local offer leaflets and posters advertised in your local area?

Yes (-)
No (6)  100%

Have you seen our new "The Guide Local Offer" booklet as an alternative format to the website?

Yes (-)
No (6)  100%

If you have seen the booklet, could you find what you were looking for and was the information clear?

Good (-)
Average (2)  50%
Poor (2)  50%

Please give more details:

the information is good
no
no
no
no

Response to children and young people questionnaire feedback

We have shared your responses with the appropriate service and will develop the local offer during 2016-17 using the feedback provided in the questionnaires and the feedback provided by the focus groups.

Summary of online questionnaire feedback by parents, carers, service providers and children and young people from the Bradford District.

The consistent feedback given by all stakeholders at events, meetings and focus groups was that “getting out there” to existing groups, provisions and events was a more effective way of receiving clear feedback about the Local Offer than the online questionnaire. This is time consuming but online feedback should still be an option. The number of online responses is greater this year compared to last year. The majority of the feedback was received at events, workshops, focus groups and meetings over the year. This is the reason why engagement and partnership working is strong and feedback has been gained by outreach work by the Local Offer Officers and local service providers. [This is covered in more detail in Appendix B.](#)

Co-production

What you said

We need an alternative format to leave feedback other than the online Local Offer email and feedback page.



What we did

We have produced a paper format feedback survey for children and young people with consultations from Barnardos Young Peoples Service, Adults Services, Special Inclusion Project and Communications Team. We have also produced one for parent/carers and professionals with consultation from Parents Forum Bradford & Airedale, SNOOP and the Communication Team.

The children and young person's feedback sheet is more suitable for the audience, with less text and more symbol pictures, received in response to the feedback.

We have created a Local Offer survey via Snap surveys. It makes it easier for service providers who prefer online surveys to email directly to the families they work with. This will also enable service providers to incorporate the Local Offer survey into any of their own surveys they have carried out.

Website to include a section just for children and young people including information videos, social media and feedback page.



Various planning meetings and research has taken place to create the Children's and young people's page within the Local Offer website. This has been done in consultation with Barnardos Young People Service, Specialist Inclusion Project, Web Development and Communications team.

The Children's and Young Persons Page is now developed and published within the Local Offer website. We carried out a number of workshops with children and young people across the district within schools, community groups and post 16 college provisions to review the developments and gain further feedback.

Co-production

What you said

The Things to do section for children and young people within the Local Offer website needs to be improved showing more things to do and how accessible the venue is”

“The search button on the main page needs to work better”

What we did

Planning meetings and research has taken place to create the new Things to do search tool for the websites main page and the new children’s and young people’s page in consultation from Adult’s services, Barnardos Young Peoples Service, Specialist Inclusion Project, schools and colleges, community groups, Web Development and Communications team. [This is covered in more detail in Appendix B](#)

The new Things to do search tool has been developed and is published on the website and we have carried out a number of workshops with parents, carers and young people across the district to review the new search tool and gain further feedback.

I would like the new Local Offer “The Guide” booklet

We have published and distributed 3000 new Local Offer “The Guide” booklets to all services in health, education and social care across the Bradford district including all Bradford schools, special, independent, alternative provisions, out of local authority schools and all organisations within the website – [A distribution list is included in Appendix A](#). Families Information Service have a total stock of 2000 booklets to distribute to parent, carers young people, and services by individual requests via freepost. With each booklet we sent posters/leaflets with details of how to request further copies.

Co-production

What you said

What we did

“Can the leaflets be in different languages?”



We liaised with the Traveling Communities Services within the council and Families information team and produced leaflets in relevant languages to reflect the diverse needs in our district.

We also liaised with the councils Communications/Design and Visual Impairment team to produce Braille leaflets.

Our current website has the ability to translate to a large number of relevant languages using our Google translator tool and the Browsealoud tool bar on the home page.

“What happens after 25 years?”



To make it clear in the Local Offer website what information and services are still available to adults. We have created a subpage within Preparing for Adulthood called “What happens after 25 yrs.” Adult’s services are developing this content for this service with contributions from young people and adults.

“It would be useful if you could search for a specialism



We have developed a mapping tool for Bradford schools, so you can search for a specialism using the specific need you require.

We have also clearly listed all specialist post 16 colleges and universities provisions, local and out of district.

Co-production

What you said

“More people are aware of the Local Offer than before but we still need to promote to get the word out there”



What we did

A large number of relevant service provider events and meetings held within health, education and social care have been attended by the Local Offer Officer to promote the Local Offer across the Bradford District.

A large amount of parent/carer forums, events, consultations, groups and workshops have been attended by the Local Offer Officer to promote the Local Offer and gain valuable feedback from parents, carers, children, young people and service providers to develop the Local Offer.

The Local Offer video has been promoted on Bradford City Centenary Square-Big City Screen across the summer holidays and at every appropriate event held from Autumn 2015-Summer 2016.

The Local Offer has been displayed on the Bradford Councils main page in a prominent location.

Every service provider within the LO website has been asked to add and publish the LO website link address, video to their websites and display posters.

Local Offer Promotion has taken place at Bradford Community Radio to get the word out and gain valuable feedback for Bradford and Education and Health Care Plan Process.

[Full details are given in Appendix B of the promotion activities.](#)

Feedback from Children and Young People with SEND

In total 42 young people have contributed to informing how the Local Offer should look and work. The aim was to consult with a wide range of young people with additional needs. Schools, Colleges and local organisations were approached to help us facilitate this (see [Appendix B](#)). The majority of young people that participated had a range of needs-(see [Appendix C](#)). The feedback below expresses the views of young people, which are different from other key stakeholder groups and what we did to address these in the development of the Local Offer.

Children and Young People

What you said

“I watch BSL Video’s”
“Really valued having the BSL signing on the Local Offer videos. Would like to see the type talk service (a service run by the Royal National Institute for Deaf People RNID) telephone number and text number adding to the Local Offer contact details and on each service pages contact details to enable deaf, deaf-blind, deafened, hard of hearing and speech impaired people to communicate with hearing people by telephone.

We would like the option of uploading photos from events we have attended

What we did

We intend to include more videos on the Local Offer by working with local children and young people’s organisations, relevant services and the communications team. Your Feedback has been shared with the relevant services. Videos within the LO website where possible will include British Signing Language (BSL)

We have worked very closely with Barnardos young person’s service and the communications team who have worked with children and young people in Summer 2015 across the district video capturing them review and rating activities/events across the Bradford district. These videos are displayed within the new LO children and young person’s young inspectors section. We also have various social media pages which photos can be uploaded to by user at the Children and Young people website.

<https://localoffer.bradford.gov.uk/Services/YoungPeople/default.aspx>

Children and Young People

What you said

What we did

Never heard of the LO webpage before”

We have widely promoted the Local Offer as shown in [Appendix B](#). It is still evident that further and on-going promotion and awareness of the Local Offer is required. We intend to do this by means of organising advertising, media, promotion/events and the Local Offer Officer continuing to attend relevant events, meetings and workshops 2016-17.

Prefer the webpage to the booklet

We will continue to gain feedback from children and young people across the district to review the new children and young people page to reflect the needs and what information they would like n the website and how it should look. We will continue to involve children and young people about alternative formats to the website and share ideas about possibilities of wallet cards etc.

Would like information on careers, employment pathways and role models within the new young person’s page.

We have shared your comments with the appropriate service and organisations and the LO will publish career, employment pathways Inc. role models content/videos with the new children and young person’s pages during 2016-17.

Children and young people

What you said

Content was good but not very accessible in terms of English being a second language for them. Ideally, they would like to see a short video clips that has BSL singing to go with each section. Struggling to read and found some written information difficult to understand. Like the look of the webpage.
Website was easy to use and navigate around but it was more of a communication barrier.

Young College students liked the YouTube videos, the navigation tabs and colours used on the new children and young peoples page on the LO website. They would use the Local Offer for useful information, video clips and job opportunities. Student's feedback they would use the following section the most on the LO website:

- 16-19 Bursaries
- Diagnosis
- Direct payments
- Disability Scheme Allowance
- EHC Plans
- Personal Budgets
- Post 16 support services
- Transition

What we did

We have purchased a software tool for the website called Browsealoud which has been since live March 2015. This is visible on the top of the main page of the site, this tool can enable easy read, vary font sizes, speak over, colour overlays translate text to any language and MP3 clip extractions. We would like to enable each section of the children and young pages to have access to YouTube video clips in each section including BSL. This will be developed over time working with appropriate services and reviews gained from children and young people.

Using the valuable feedback gained by all users we will further develop the new children and young people page to including all the following areas suggested. All pages will be reviewed every 6 months by the LO children and young person's review groups in order to co-produce the development of the new pages.

Feedback from Adults with SEND

A group of 5 young adults (21yrs+) with learning difficulties from Keighley Peoples First reviewed the Local Offer website with Barnardos Young Persons worker and the group gave feedback after looking at the Local Offer Website.

The feedback below expresses the views adults, which are different from other key stakeholder groups and what we did to address these in the development of the Local Offer.

Adults

What you said

Overall look of the webpage

Good/Ok

Too much writing/ information on the first page, it should be simplified because currently it felt like the page was too long when scrolling. Services option should be shown on the left hand side as a list. Move the useful videos and useful links from the front page.

Navigating the webpage

– they clicked on the select language option and when the language changes they would prefer to use the same button to have the option of changing it back to English – currently you have to look elsewhere for the 'option button'

What we did

We have taken your feedback into consideration and will work with the web development team to enable the developments feedback from adults, within 2016-17.

Adults

What you said

Accessibility options

There's no option for text only
No option to change the font size,
or colour/ colour contrast
This needs to be on the front page
in an obvious place.

Services

They found that when you click on
the headings and go to the page –
each page has the same list of sub
headings: Diagnosis, direct
payments, EHCP and they thought
in some places this was not
required e.g. on the Things to do
page, Health, Getting around.

Things to do section:

Some of the young adults were
quite disappointed and annoyed
that under things to do section
there were things like diagnosis/
Direct Payments mentioned
because in their view things to do
should be about what activities/
volunteering opportunities they
could they 'do'. It was suggested
having subheadings such as
Leisure, sports, shopping, clubs,
volunteering – these were the
things they would like to know
about.

What we did

We have purchased a software tool for the
website called Browsealoud and this has
been live since March 2015. This is visible
on the top of the main page of the site, this
tool can enable easy read, varying font
sizes, speak over, colour overlays translate
text to any language and MP3 clip
extractions. We would like to enable each
section of the children and young pages to
have access to YouTube video clips in each
section including BSL. This will be
developed over time in 2016-17 working with
appropriate services and reviews gained
from children and young people.

The reason each page is displayed like
this comes from parental/carer feedback
from 2014-15 it was requested that each
service area page had some relation to
each of these subjects and should be
found easy within each pages of the
website. Personal Budgets and Direct
payments can be used to purchase short
breaks/services on the Things to do
section. We will review your feedback with
our Local Offer parent carers focus group
in 2016-17.

We are developing a volunteering page
with Bradnet and this will be going within
the Things to do and short break sections
of the Local Offer as requested. We will
further develop the sub sections within the
Things to do section as requested during
2016-17.

Adults

What you said

Health

The young adults wanted to know about everyday health services, GP, dentists, specialist services for people with additional needs and thought reference to the NHS information was irrelevant to them.

What we did

Within the LO health services page it currently lists all specialist services for people with additional needs within the Bradford and Airedale districts services pages-we will aim to make this clearer and within the each hospital websites all GP's and Dentists are listed, however we aim to develop this further by creating separate GP and Dentist pages linking you directly to those services instead of having to search the hospital websites during 2016-17.

Getting around

Young Adults felt the information on the page wasn't relevant and suggested info on things like Easy read maps, bus passes, help I'm lost cards, Travel training, accessibility, private hire companies that were recommended by disabled people for their access/ training, Wheelchair repair, Cycle paths. They felt that some of this info' was on there but you had to click and find it in one of the subheading whereas these were the things they wanted to know straight away.

Your feedback has been shared with the appropriate services and we will develop the content for Getting Around service pages during 2016-17

Feedback from Parents/or Carers of children and young people with SEND

Consultation events have taken place with parent/carers throughout different stages in the development of Bradford's Local Offer. Firstly, a survey was carried out to find out what type of information with regards to Special Educational Needs, disabilities and provision of services parents/carers found both difficult and easy to find. This data was collated and helped to provide the initial framework around the structure of the content for the Local Offer. Since the initial consultation survey with parent/carers and Young People, follow up meetings have taken place.

The Local Offer Officer facilitates Local Offer focus groups with parent carers of children with SEND, appropriate service provider and with key stakeholders involved in the original co-production of the Local Offer. In the meeting LO developments are shared and feedback is received and actions/suggestions are agreed together to further develop the Local Offer.

In addition, various events and meetings have been attended by the Local Offer Officers to promote the Local Offer and gain further feedback which has proved to be very effective ([This is covered in more detail in Appendix B](#)).

The feedback below expresses the views of parent carers, which are different from other key stakeholder groups and what we did to address these in the development of the Local Offer.

Parents and carers

What you said

"The Things to do section for children and young people within the Local Offer website needs to be improved showing more things to do and how accessible the venue is"



What we did

We have recently developed this section of the Local Offer and have made it easier to search for things to do by postcode. Our Leisure Activities page will find an event or service in your area using existing directory data from "What's on, Visit Bradford and Families information Services website. This is displayed directly on the Local Offer. This enables access to information in one place.

We have recently added DisabledGo to the Leisure activities page including their website venue accessibility searcher. This will enable users to see how accessible a venue is. Currently we can only list venues DisabledGo currently have on their website. We are working closely with services and DisabledGo to produce a set of consistent accessibility symbols for which the Local Offer activities and events will display when searching for individual venues/ activities. We intend to further develop the number of search functions by increasing miles you can search using post code and adding more venues to DisabledGo. Future plans include inviting health, community, voluntary sector, and connect to support for adults and children directories within our one search during 2017-18.

Parents and carers

What you said

It would be useful if you could search for Education Establishment specialism



What we did

We have developed a new search tool for Local Offer Education Establishments within the Education Schools list page and the find a service on the main page. You can now search for a specialist education establishment by post code for example "Autism" and it will list all the Bradford Schools including independent, special and out of district who specialise in that need in your area. Currently you can only search up to 3 miles and we will be extending this to up to 20 miles so users have more choice during 2016-17.

"Local Offer content is good and the new additions look great and I am looking forward to the information in the new what's new Page"



We will continue to develop the Local Offer in co-production with all key stakeholders and we have now published our What's new pages. These display appropriate, useful, and relevant information, new services, current SEND consultations and events. These pages are updated every 2 weeks.

Parent and carers

What you said

“I would like the new Local Offer
The Guide booklet”



What we did

The LO Guide booklet has been distributed throughout the Bradford districts Health, Education and Social Care provisions to promote awareness of the Local Offer. We have produced leaflets and posters which were distributed together with those booklets to let parents, children young people and service providers know how to order individual copies. Electronic copies of the leaflets and the guide booklet is also available for download or to view on the LO website.

“The Local Offer content is good easy to navigate and has helped me a lot and put me in touch with other information I needed too-good needed service”



We value all the feedback from key stakeholders to co-produce and to development of your Local Offer. We will continue to promote and gain feedback from key stakeholders about the Local Offer to ensure it is co-produced.

“More people are aware of the Local Offer than before but we still need to promote to get the word out there”



We have widely promoted the Local Offer. This is given in more detail in [Appendix B](#). It is evident that further and on-going promotion and awareness of the Local Offer is required. We intend to do this by means of organising advertising, media, promotion/events and the Local Offer Officer will continue to attend relevant events, meetings and workshops 2016-17.

Parent and carers

What you said

The website needs a disclaimer to ensure users know the services content provided on the Local Offer is the responsibility of those service and it is not the LA's responsibility to quality assure each services provision/organisation/information. Key stakeholders decide which services are published within the LO in line with the SEND CoP.

The new Things to do search tools are a great improvement on the website. Further developments need to be made by increasing the miles in the post code searcher from up to 3 miles to 20 miles and include sub categories to search for a specific services/events.

Include this information and services on the Local Offer, somewhere prominent or in the appropriate sections:

- Additional referral links on each services page as appropriate
- Horton Park Hub service
- CERBRA-newsletter
- Wills and Trusts
- Local Transformation plans (LTP) for Health
- Autism Partnership
- The "What's new" sections need to include when its updated

What we did

We are developing a new Local Offer disclaimer for Bradford's Local Offer website working with the West Yorkshire Local Offer Peer group. Once developed, the draft will be shared with key stakeholders to give feedback on the final disclaimer to be published in 2016-17.

We are working closely with Web Support and intend to further develop the Things to do search functions by increasing search up to 20 miles radius and therefore enable users to search for specific events/services easier in 2016-17.

We have shared your comments with the appropriate service and intend to include the information and service on the Local Offer during 2016-17. In addition We have been contacted by various organisations and key stakeholders. After discussion with stakeholders we have decided to include those that are not for profit (charity / voluntary organisation groups) and organisations that are relevant and appropriate to our stakeholders (This is covered in more detail in [Appendix D](#)).

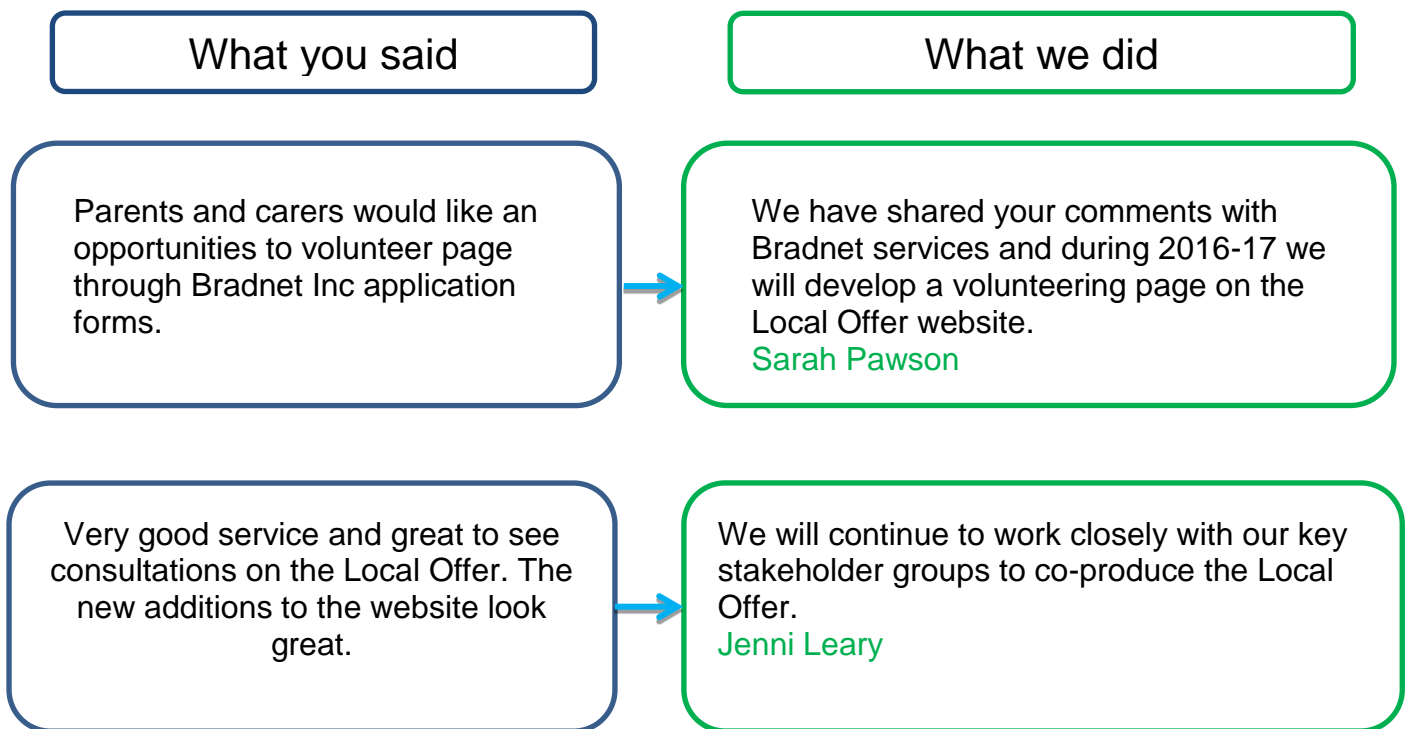
Responses from Service Providers

The Local Offer works alongside many key service providers across Education, Health and Social Care. We forwarded your feedback to the appropriate service provider and we have included their response to your comments.

The Local Offer Officer has worked closely and has agreements with all service providers leads in education, health and social care and all services published within the Local Offer to ensure the service content pages of the Local Offer are updated every 6 months, we ask service providers to ensure that changes are reported asap to ensure content is as up to date as possible and all service providers have an agreement with the Local Offer to respond to stakeholders feedback twice a year to enable appropriate responses to be published in the annual report.

The feedback below expresses the views of all key stakeholder groups (see stakeholder colour code box at bottom of each page) and what the services and the Local Offer did to address theses in the development of the Local Offer.

Education



Education

What you said

This website has helped me a lot and put me in touch with other information I needed at the same time.
Very good needed service.

Parents cares and service providers feel the Local Offer needs to provide somewhere on the main page where all service providers can submit/update their events and have information about how to add their services to the Local Offer.

Do not stop publishing The Guide LO booklet and will there be more versions

What we did

We will continue to work closely with our key stakeholder groups to co-produce the Local Offer.
Jenni Leary

We have shared your comments with the appropriate services and we are pleased able to develop in 2016-17 a page within the Local Offer where service providers/organisations can submit an event/service on the Local Offer. This will feed into our Things to do leisure page "find an event/service" once the submission has been approved and published. This will encourage more services to display everything that is on offer in the Bradford district all in one place.
Sarah Pawson

The Local Authority is required to review the Local Offer and the formats that this is made available on an annual basis with all key partners. This will be done based on feedback we received.
We will give careful consideration how with our partners the production of a booklet or an alternative can be jointly commissioned.
Jenni Leary

Health

What you said

Parents and carers would like the Health Local Transformation Plans displaying within the Health section on the LO.

What we did

We have shared your comments with the health services and we now have the Health Local Transformation Plans documents. These will published on the Local Offer website Health pages during 2016.

Sarah Pawson

Social Care

What you said

The specialist respite/short break providers need to show directly on the social care specialist short breaks services and within personal budgets/direct payments including individual services details, not just basic short breaks content with links to council website social care pages. Need to include Time out, Shared Care, Clockhouse, Wedgewood etc.

What we did

We have shared your comments with Social Care services and we have agreed to develop this page together during 2016-17 with the all the appropriate specialist short break service providers details directly on the Local Offer website. This will appear on several pages including social care specialist, short breaks and personal budget/direct payment.

Sarah Pawson

Information, Advice and Support

What you said

Sometimes, there's not really enough information, e.g. the Specialist Inclusion Project, took a while to find it then there are hardly any details about what services and activities it offers, and just a phone number to contact. It would make life easier - probably for the service as well as for me - if there was more about the service and who can access it, rather than ringing and possibly after a conversation finding out that you don't even qualify! Also, I often look stuff up out of regular hours, when it's not possible to ring the service anyway. The links on other pages to websites is good. Generally the LO website is good.

I was looking up the Youth service-it would be useful if there was more information about what kind of activities they run-I know you can ring numbers given, but it would be much easier to read then ring up if suitable

What we did

The Local Offer has worked closely with SIP and taken the valuable feedback into consideration. The SIP service page has been updated by the request of the service and now reflects the actions required. All services within the Local Offer website have been invited to update their services content relating to the services they offer.

Sarah Pawson

We shared your comments with youth services and will continue work with them to review the content that is available during 2016/17. The Youth Service is currently revamping its web pages and the new pages will have more detail and search opportunities to identify the range of activities that are taking place in which provisions. Young people themselves help to shape the programmes and activities that take place in youth provisions right across the district and this means the list of available activities is considerable and ever developing. Any of our youth workers would be happy to chat to young people who wish to find out more about provisions in their area, the type and range of activities run from the different provisions or to talk to young people about specific activities they may be interested in. Area based youth workers will also have details of other organisations who provide things for young people to do in the area.

Heather Wilson

Feedback from Information Advice and Support Services

IASS Report for the Local Offer 2016

Parent and carer support:-

Parents and carers continue to be provided with independent Information, Advice and Support according to their individual needs. We monitor what they tell us about the support they have received as in previous years.

The following results are taken from the period of September 2015 – May 2016.

- Parents and carers feel more valued as partners and better able to work in partnership with professionals 95%
- Parents and carers have a better knowledge and understanding of SEN information 91%
- Parents and carers are more confident in their child's educational provision 100%

Support for children and young people:-

Last year we highlighted the developing role of the service to provide independent Information, Advice and Support to children and young people and I am pleased to say that we have made some good progress in relation to this.

We have worked with colleagues in our Independent Support Service, schools and colleges to provide direct help around transitions and the EHCP process and have delivered this on both a 1-1 and group basis according to the needs of the students.

Going forward we are looking to extend this support to children and young people across the range of schools and settings.

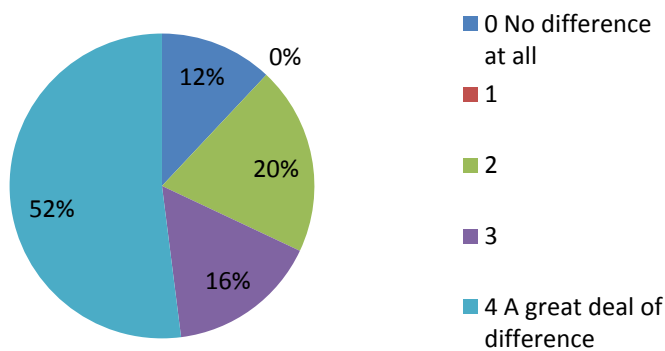
We are keen to use the experience of these young people to further develop our service and have recently met with them to see what they thought about our help. We will be using the results to plan for the future.

This year we have also started to use the Department of Education service evaluation forms with the following results (shown on page 40):- Responses are based on **24 parents/carers giving feedback.**

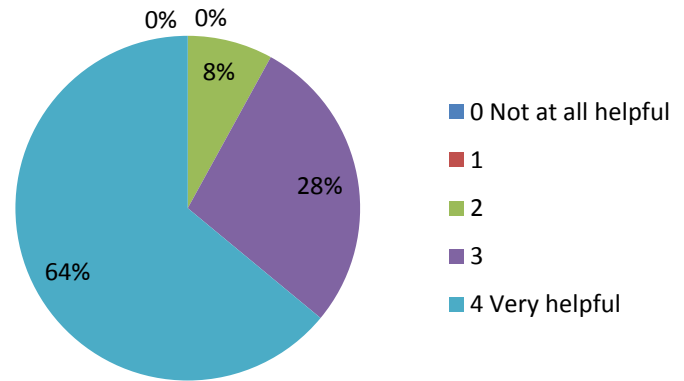
Children's Service Manager Parent Partnership Independent Information, Advice and Support Services (IASS) Barnardos
2016 June

IASS Data for the Local Offer 2016

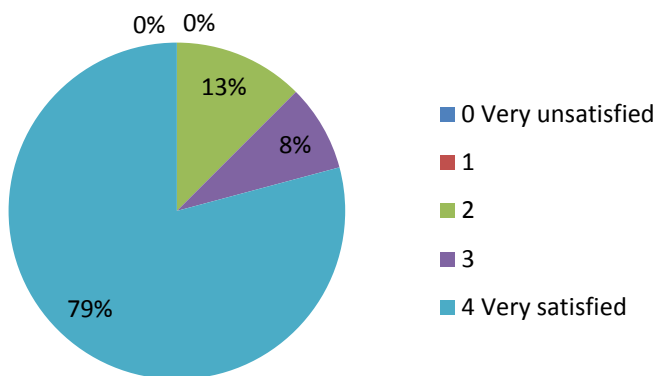
What difference do you think our information, advice and support has made for you?



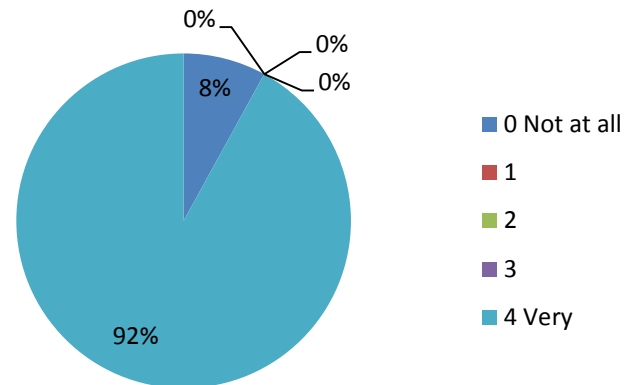
How helpful was the information, advice and support we gave you?



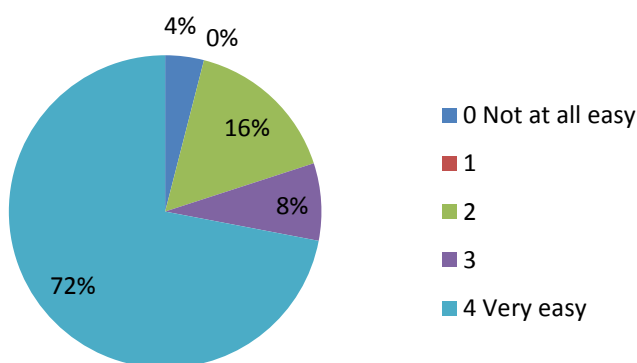
Overall how satisfied are you with the service we gave?



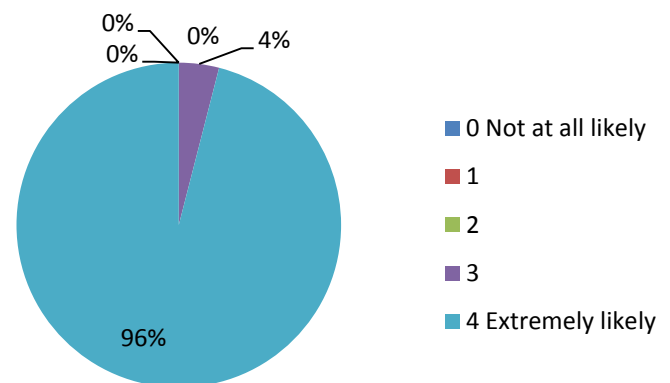
How neutral, fair and unbiased do you think we were?



How easy was it to get in touch with us?



How likely is it that you would recommend the service to others?



Local SEND Consultations and workshop outcomes/feedback

Travel Assistance workshop feedback and next steps

A Travel Assistance workshop was held on 9 Sept 2015 to gain feedback from parent groups, parents, carers and stakeholders about travel assistance and changes. [Appendix E](#) shows a summary of the main points that were raised during the workshop which looked at ways to redesign the provision of travel assistance from home to school. Accompanying the notes is a letter [see Appendix F](#) which explains the proposed next steps of the process and how you can become involved and shows how we will continue to keep parent groups, parents, carers and stakeholders informed.

Personal Outcomes Evaluation Tool (POET)-Education Health Care Plan Assessment and Planning Process

Families, Children and Young People across the Bradford District were invited to take part in a national pilot study during Nov/Dec 2015 to evaluate experiences of the Education, Health and Care (EHC) Plan assessment and planning process.

The pilot study was being led by the charity 'In Control' with Lancaster University, and is supported by the Department for Education. It involved the use of a new questionnaire that has been developed and known as the Personal Outcomes Evaluation Tool (POET) looking at what is working well and what is not working with EHC Plans and also whether they have made a difference to Children and Young People's lives.

The questionnaire was completed by 18 participants for the Bradford district and if you and your child have been through the EHC Plan process, Bradford District Council encouraged parents, carers and children and young people to give views and share your experiences widely by publishing on the LO and social media including Bradford community Radio. There was one questionnaire for a Parent/Carer and one for a Child/Young Person to complete. The use of the POET provided the Local Authority with valuable feedback around EHC Plans. POET was a national pilot and the questionnaires have been developed by In Control. Bradford Council took part in the pilot and will use the responses received to contribute towards service development and review.

[See Appendix G](#) POET results for the Bradford District

Local Area Special Education their Needs and Disabilities Consultations (SEND)

The government announced the inspection of local areas' to determine their effectiveness in identifying and meeting the needs of children and young people who have special educational needs and/or disabilities. Between 12 October 2015 and 4 January 2016, Ofsted and the Care Quality Commission (CQC) consulted on the proposals for inspecting how effectively local areas fulfil their responsibilities to children and young people who have special educational needs and/or disabilities. The inspections will be carried out jointly by the two inspectorates under section 20 of the Children Act 2004.

Bradford's Local Offer website, social media, Bradford schools online and the Bradford Council's website welcomed and promoted the Local Area SEND consultations and shared information on how Bradford families could complete the online consultation process and how to submit views.

Summary of Ofsted and CQC key findings to the four proposals:

The overall response was very positive and there was strong support for each of the four proposals. Respondents gave helpful and insightful comments and we were pleased to receive so many from children and young people. The responses are helping to inform our decisions about the inspection framework and how we will inspect local areas.

The proposals set out what the inspection would look at and how inspectors will gather evidence;

- How effectively the local area identifies children and young people who have special educational needs and/or disabilities
- How effectively the local area meets the needs and improves the outcomes of children and young people who have special educational needs and/or disabilities
- A wide range of information will be used to evaluate the effectiveness of local area arrangements in identifying children and young people who have special educational needs and/or disabilities; and in meeting their needs and improving their outcomes.
- A wide range of ways will be used during the inspection to obtain the views of children and young people who have special educational needs and/or disabilities, and their parents and carers.

A full in detail summary report on the responses to the formal consultation has published by governments' website:

Local area SEND consultation

<https://www.gov.uk/government/consultations/local-area-send-consultation>

Bradford's Local Area Inspection

In April 2016 the inspection framework was published. Information about this can be found on the home page of the Local Offer website.

How are we preparing for the inspection?

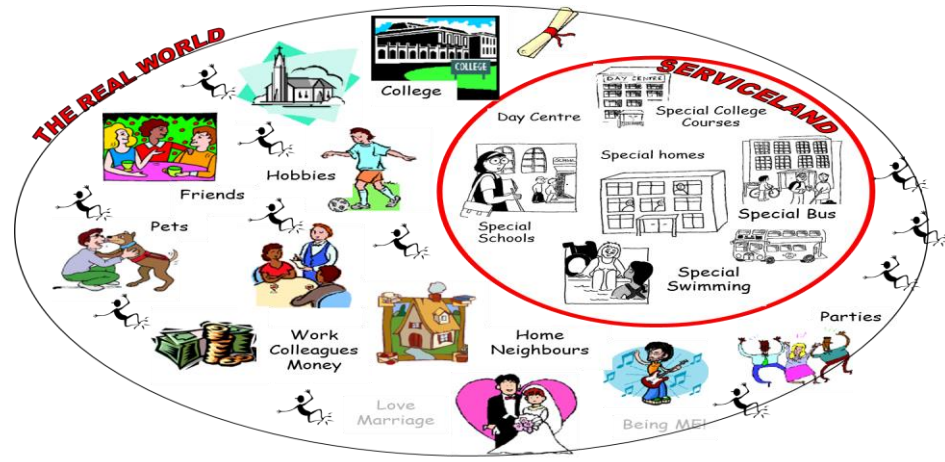
As part of our preparations for inspection a performance management review group has been set up. The group, called Improving Outcomes, is facilitated by the Local Authority and brings together key partners from Education, Health and Social Care across the 0-25 age range who provide support and services to families with SEND. The group have completed a self-assessment exercise to identify areas that require development and are developing an action plan, linked to the inspection framework and Code of Practice.

The Improving Outcomes group reports to the District's SEND Strategic Partnership on a regular basis to identify emerging issues and how we should respond to these. The SEND Strategic Partnership has a role to monitor the action plan as part of the overall SEND Strategic Plan 2016-18 and the local reporting and accountability structure. The partnership reports to a number of groups including the Health and Well Being Board and the Children's Trust Board.

What can you do?

We want organisations that deliver services and support to children, young people and families with SEND to be aware of the inspection process so that staff and service users can be informed. We will contact you when we have a confirmed date for the inspection. If you have any questions about the inspection, please contact me by calling on 01274 431078 or emailing me at judith.kirk@bradford.gov.uk.

Personal Budgets Consultations



Personal Budgets feedback following the consultation events held on 24th June 2015, 43 parents / carers completed the online consultation in regards to PB.

The consultation took place for 8 weeks until 19th August 2015. Parent/carers and children/young people groups were also visited. 24 children and young people for settings chose to complete questionnaire about hobbies and interests.

[See Appendix H](#) Personal Budgets questionnaire results and feedback from Parent carers, summaries, outcomes and next steps.

Yorkshire and Humberside Local Offer Peer review Workshop

In October 2015 all LA Local Offer's within Yorkshire and Humberside were invited to take part in a peer review. It was recently identified by Mott Macdonald and LA that it would be useful to check the quality and compliance of local offers within the region. The peer review of the Local Offers was not an inspection or a development opportunity for local areas, it was a peer review. It was aimed at the LA Local Offer leads plus another relevant representative e.g. Local Offer IT person and a Parent Carer representative who had been involved in developing the local offer.

Bradford's Local Offer Officer took part in the review to enable further development of the LO.

The purpose of the workshop was to:

- check compliance and quality of local offers
- share good practice and ideas to improve individual local offers
- identify any regional issues and develop solutions

The workshop involved 8 local authorities paired you into four groups:

1. Leeds & North Yorkshire
2. Bradford & East Riding
3. Calderdale & York
4. North Lincolnshire & Wakefield

Each delegate lead was provided with a review framework based on the relevant sections of the Code of Practice, along with another local authority's Local Offer to review.

In order to ensure that the reviews were undertaken and analysed prior to the workshop on 7th December, the following timetable shown below was drawn up for delegates and this was completed by the LA in partnership with Parents Forum Bradford & Airedale and Bradford Metropolitan District Council Web development team to make any amendments to East Ridings review before the workshop.

Activity	Dates
1. Framework and supporting document sent to attendees plus invitation to teleconference.	W/c 26 th October
2. Teleconference held to take attendees through the process, framework and any questions	4 th , 5 th , 9 th or 10 th November
3. LAs carry out their reviews	By 23 rd November
4. Reviews emailed to Pam Kemp at MM	23 rd November
5. MM analyses reviews	23-27 th November
6. Agenda issued	27 th November
7. Workshop	7 th December
8. Post workshop: List of good practice identified and next steps sent to LAs. Electronic copy of review sent to LAs.	Post workshop

Mott MacDonald provided Bradford Local Offer Officer with the electronic copy of Bradford's review, completed by East Riding, the workshop presentation including summaries of each LA reviews. Mott MacDonald are still awaiting responses from the DfE about Local Offer comments/concerns raised at the workshop about support with promotion, funding, and capacity to deliver the Local Offers in each LA.

Outcomes and feedback

The results of the peer workshop provided learning opportunities to develop the Bradford's Local Offer along with all the valuable feedback which is currently gained on an on-going basis from parent, carers, children and young people with SEND in the Bradford District.

All local authorities took away actions to improve or change something in their Local Offer

Regional actions were identified within the workshop:

- creating a virtual Local Offer group to carry out further actions
- approaching providers collectively
- creating consistency of categories across the region
- repeating the peer review exercise as Local Offers are further developed
- questions/concerns about LO given to the DfE for response to Mott MacDonald and shared with each LA

Full details of the peer review are given in Appendix I

I-Bradford Local Offer review framework completed by East Riding LO and Bradford's Local Offer response/actions completed by Sarah Pawson.

Next Steps

The Local Offer will continue to be developed in 2016/167 and beyond. Several activities are already planned for the first part of the Autumn Term in 2016 including:

- Further developing monitoring systems to record website usage including Google Analytics and Snap survey software.
- Amendments to website content and structure in response to the feedback already received
- Developments to the personal Budgets content particularly for education.
- Further development of the new children and young people's page of the website and content using feedback gained from children and young people
- Further developments to the things to do page search and mapping functions to enable easier access to information using larger miles radius for the post code search, accessibility, and service type categories search.
- Develop a larger scale search pulling data about things to do from Visit Bradford, Families information Services, What's on and DisabledGo during 2016-17. Future plans will include data pulled from connect to support for children and adults and voluntary and charity directories.
- Identified services and gaps will be added to the Local Offer working in partnership with service providers to provide content for the Local Offer
- Develop a promotion/communication plan to reach people who have not heard of the Local Offer through advertising and media and continue the Local Offer outreach work using promotional resources and gaining feedback.
- Local Offer Officers to attend organised events, meetings and workshops across the District to encourage a wider group of stakeholders to contribute to feedback.

- Local Offer focus groups with children and young people and parent carers will take place during 2016-17 to review the Local Offer developments since the annual report was published and gain further feedback to develop the Local Offer
- Continued Liaison with the Information, Advice and Support Service
- On-going update and maintenance of website content
- Continue to develop social media to reflect users' ways of using the internet.
- Develop the Local Offer "Find out What's new" to include more YouTube videos as requested and within the site generally including videos with BSL signing.
- Continue to liaise with all organisations that are included in Bradford's Local Offer to advertise the Local Offer on their websites and settings to encourage and to make use of our leaflets at their promotional events.
- On-going partnership working with key stakeholders, peer groups and organisations including national organisations which are included within the website to develop the Local Offer.

If you have any comments about the annual report or would like further information about the Local Offer please contact:

Sarah Pawson (Local Offer Officer)

Phone: (01274) 439261

E-mail: localoffer@bradford.gov.uk

Appendix A – Local Offer Booklet/Poster/Leaflet Distribution

Local Offer Booklet/Posters/Leaflet Distribution	Type of Service within EHC	QTY
Families information service Individual Requests- P/C/YP	Individual FIS LO requests SEN families	200
CHSWG/NDCS Meeting- BRI	NHS SEN Services	0
Directorate Office	Council Education and Social Care	3
Bradford Teaching Hospitals	NHS SEN Services	2
Bradford District Children Centres	NHS SEN Services	40
Play Leader Women/Children Bfd Teaching Hospital	NHS SEN Services	120
Bradford District NHS	NHS SEN Services	80
Airedale NHS	NHS SEN Services	44
Bradford CDC Parents & Carers	NHS SEN Services	120
GP's NHS Bradford City & Bradford District	NHS SEN Services	50
Leisure & Sport	NHS SEN Services	120
Museums	Council Education and Social Care	13
Bradford Schools inc Independent	Council Education and Social Care	10
OLA Schools	Bradford Schools /Independent Schools	255
SEN teaching support services	OLA Schools	67
Parents Forum Bradford & Airedale	Council Education and Social Care	120
Parent Partnership Barnardos	Non Council non for profit SEN Services	160
Carers Resource	Non Council non for profit SEN Services	160
Young Lives-SEND V&C providers	Non Council non for profit SEN Services	80
AWARE	Non Council non for profit SEN Services	80
SNOOP	Non Council non for profit SEN Services	80
Adults Services provisions (ACS)	Non Council non for profit SEN Services	80
Social Care provisions	Council Education and Social Care	200
Local Offer Officer events	Council Education and Social Care	160
Community Halls	Council Education and Social Care	240
Bradford Toy Library	Other	20
Down Syndrome and Support Service	NHS SEN Services	2
Mind in Bradford	Non Council non for profit SEN Services	2
Disability Advice Bradford	Non Council non for profit SEN Services	1
Bradford People First	Non Council non for profit SEN Services	1
Keighley and Craven People First	Non Council non for profit SEN Services	2
Connexions/Info Shop YP- Bradford	Non Council non for profit SEN Services	2
Connexions/Info Shop for YP- Keighley	Non Council non for profit SEN Services	2
Bradford College (City Library)	Non Council non for profit SEN Services	2
DCSI-LO booklet info in Winter 2015 newsletter	Council Education and Social Care	2
BMDC FH-All Children Services team dept.	Council Education and Social Care	1
Alcohol and Drugs team	Council Education and Social Care	1
Bradford achievement Service	Council Education and Social Care	0
Childrens Complex Health or Disabilities	Council Education and Social Care	10
	Council Education and Social Care	2
	Council Education and Social Care	20

Health and Wellbeing	Council Education and Social Care	3
SEN services Floor 4	Council Education and Social Care	20
Services C&YP Visual Impairment	Council Education and Social Care	10
Sensory Service	Council Education and Social Care	15
Cognition and Learning Service	Council Education and Social Care	15
Communication & Interaction Service	Council Education and Social Care	10
Courses Desk	Council Education and Social Care	1
Early Childhood Services	Council Education and Social Care	10
SEN Early Intervention Team	Council Education and Social Care	15
Services to Children with Physical & Medical	Council Education and Social Care	10
Support team for Deaf Children	Council Education and Social Care	10
Education, Employment and Enterprise	Council Education and Social Care	2
Education Psychology	Council Education and Social Care	30
Education New Communities & Travellers	Council Education and Social Care	5
Education Social Work	Council Education and Social Care	25
MMT Reception public area	Council Education and Social Care	20
Education Client Services	Council Education and Social Care	3
Integrated Behaviour Support Services	Council Education and Social Care	25
School Travel	Council Education and Social Care	2
BMDC Pupil Referral Unit	Independent Schools	15
Childrens Commissioning	Council Education and Social Care	1
TRACKS Education/Elective Home Schooling	Council Education and Social Care	20
Diversity & Cohesion	Council Education and Social Care	3
Play Team ECS	Council Education and Social Care	40
Music & Arts Services	Council Education and Social Care	2
Reception	Council Education and Social Care	29
School Linking Project	Council Education and Social Care	1
Admissions	Council Education and Social Care	2
LS29 IKLEY	Non Council non for profit SEN Services	2
Bradford and District Autistic Support Group (BADASG)	Non Council non for profit SEN Services	2
Bradford Deaf Children's Society	Non Council non for profit SEN Services	2
SCOPE in Bradford	Non Council non for profit SEN Services	4
Arthritis Care	Non Council non for profit SEN Services	2
Association for Spina Bifida and Hydrocephalus (ASBHA)	Non Council non for profit SEN Services	2
Mencap	Non Council non for profit SEN Services	2
Disability Sport Shipley Town Hall	Non Council non for profit SEN Services	40
Parenting Team BMDC-Shipley Town Hall	Council Education and Social Care	40
CAES	Non Council non for profit SEN Services	1
Healthwatch	Non Council non for profit SEN Services	2
Community Play & Activity Development unit	Council Education and Social Care	20
Independent Travel Service	Council Education and Social Care	2
Bradford and District Home Finder SEND	Council Education and Social Care	2
Leeds and Bradford Dyslexia Association	Non Council non for profit SEN Services	2

School Governors	Council Education and Social Care	40
Autism Support Group-Shipley	Non Council non for profit SEN Services	2
Learning Resource Centres-Morley St	Council Education and Social Care	40
Bradford Autism Support	Non Council non for profit SEN Services	10
British Sign Language Interpreting Service (BSLS)	Non Council non for profit SEN Services	2
Sibs	Non Council non for profit SEN Services	1
Action for Blind People	Non Council non for profit SEN Services	1
Cygnet	Non Council non for profit SEN Services	1
Relate and Relate for Children	Non Council non for profit SEN Services	1
Bradford Bereavement Support (BBS)	Non Council non for profit SEN Services	1
The Family Fund	Non Council non for profit SEN Services	1
Turn2us Charity Database	Non Council non for profit SEN Services	1
Citizens Advice Bureau	Non Council non for profit SEN Services	1
Remploy	Non Council non for profit SEN Services	1
Contact a Family (CAF)	Non Council non for profit SEN Services	1
Bradford Independent Support Service	Non Council non for profit SEN Services	10
Bradford Young Carers Service (Barnardos)	Non Council non for profit SEN Services	10
Young People's Participation Service (Barnardos)	Non Council non for profit SEN Services	40
Disabled Go	Non Council non for profit SEN Services	1
The Cinema Exhibitors Association Card	Non Council non for profit SEN Services	1
Access Bus	Non Council non for profit SEN Services	1
Disabled Person's Railcard	Non Council non for profit SEN Services	1
Motability Scheme	Non Council non for profit SEN Services	1
Disability Equipment Bradford (DEB)	Non Council non for profit SEN Services	1
Mind The Gap	SEN Services	10
	Remaining Local Offer	
	Booklet/Posters/Leaflet	0

FIS Allocation

Job Centre Shipley	10	Bradford Schools	0
Craven college	40	Independent Schools	0
Craven hospital	20	OLA Schools	0
In communities head office Shipley	20	Post 16/FE	107
Dial	20	Non Council non for profit SEN Services	163
Parents	20	NHS SEN Services	85
Shipley college Bradford college	40	Individual FIS LO requests SEN families	20
Bradford University	7	Council Education and Social Care	0
Bradford teaching hospital	40	Other	0
Bradford teaching hospital library	15		
In Communities Bradford	4	Total	375
City training	10		
Leeds College	10	Total books allocated to FIS	
Aspire I Bradford	5		2000
Job centre Bradford	3		
Indigo Bradford	7	Total books remaining	
Libraries	40		1625
Hope	3		
St Lukes hospital	10		
Thornbury Centre	51		
Total	375		

Appendix B- Events, workshops and meetings the Local Offer Officer has attended to review, promote Appendix B- Events, workshops and meetings the Local Offer Officer has attended to review promote and gain feedback to develop the Local Offer.

Parents & Carers
Children & Young People
Service Providers
LO Peer Support
Mixed

Sept 2015 - May 2016

Type	Group	Category	Date
Meeting	Adults Services Bradford Council-Local Offer content for adults with SEND and review meeting	Parent, carers & Service Providers	02/09/15
Meeting	Education and Employment Personal Advisors Bradford Council - Local Offer content updates	Service Providers	09/09/15
Event/Workshop	Travel assistance Bradford Council - Local Offer content updates	Parents, carers & young people	10/09/15
Meeting	Transport Services Bradford Council-LO content updates	Service Provider	17/09/15
Meeting	West Yorkshire Local Offer Peer Support	LO peer support	23/09/15
Event/Forum	Parents Forum Bradford and Airedale-Chill, Chat & Chew group	Parent, carers & young people	25/09/15
Meeting	Bradford Royal Infirmary Children's Hearing Services Working Group-Local Offer review meeting and Bradford's Local Offer responses and developments discussed with National Deaf Children's Society chair about the audit survey carried out for Bradford Local Offer	Parent, carers & Service Providers	28/09/15
Meeting	Bradford Council SEND Social Care-Local Offer content updates	Service Provider	30/09/15
Meeting	Bradford Councils SEN Education-Local Offer content updates	Service Provider	30/09/15
Meeting/promotion	Bradford Voluntary Services-Young Lives-Local Offer introduction/promotion	Service provider	08/10/15
Meeting	NHS Community 13 Integrated Children's Care Bradford Districts medical practices-Local Offer introduction/promotion	Service Provider	07/10/15
Meeting	Young People's Services Barnardos and Bradford Councils Communications team-Local Offer website -Young Persons section development and structure meeting.	Service provider	04/11/15

Event/forum	Parents Forum Bradford and Airedale-AGM District wide and Personal Budgets consultations, Short Breaks, Local Authorities Ofsted Inspection and Travel Assistance information for parents, carers and young people forum	Parents, carers	05/11/15
Event/Forum	Parents Forum Bradford and Airedale-Chill, Chat & Chew group	Parents, carers	06/11/15
Meeting	Bradford's Council Early Years/Early Intervention-Local Offer content updates	Service Provider	18/11/15
Meeting	Young Persons Service Barnardos, Communications Team and IT Team-Local Offer review meeting of the Young Persons and Things To Do section with the LO website	Service providers	19/11/15 & 25/11/15
Event	Southfield School PVC-Transition Evening - Pathfinder Vocational Centre	Parent, Carers & Young People	24/11/15
Meeting	TSC Sports and Dance Coach/Scope-Local Offer introduction	Service providers	27/11/15
Promotion resources	New Local Offer Booklets The Guide- distributed across Bradford district-details will be published in the Annual Report 2015-16 LO Posters Leaflets Inc. Braille and different languages- distributed across Bradford District.	All	On going
Meeting	Adults Disability Partnership Strategic Board-LO feedback review	Parent carers and service providers	02/12/15
Promotion resources	New Local Offer Booklets The Guide- distributed across Bradford district-details will be published in the Annual Report 2015-16 LO Posters Leaflets Inc. Braille and different languages- distributed across Bradford District.	All	On going

Event/Workshop	Yorkshire and Humberside LO Peer review workshop -Bradford's LO was review by East Riding LO using the SEND CoP framework and feedback was provided.	LO peer support	07/12/15
Meeting and promotion	NHS Community 11 Integrated Children's Care Bradford Districts medical practices -Local Offer introduction/promotion	Service Provider	17/12/15
Promotion resources	New Local Offer Booklets The Guide -distributed across Bradford district-details will be published in the Annual Report 2015-16 LO Posters Leaflets Inc. Braille and different languages -distributed across Bradford District.	All	On going
Meeting	West Yorkshire Local Offer Peer Support - Group meeting	LO peer support	14/01/16
Meeting and promotion	Short Breaks -Steering Group at Barnardos	Service providers	25/01/16
Meeting and promotion	Bradford East Catholic Primary Schools -Schools SEN Local Offer Report information session by LO	Service Providers	27/01/16
Meeting	Families Information Service -content updates for LO website	Service Providers	28/01/16
Promotion resources	New Local Offer Booklets The Guide -distributed across Bradford district-details will be published in the Annual Report 2015-16 LO Posters Leaflets Inc. Braille and different languages -distributed across Bradford District.	All	On going
Meeting	Green Lane Primary School Designated Specialist Provision (DSP) - meeting to discuss how we can gain LO feedback from children and young people with SEND and their parents at Green Lane DSP.	Service providers	25/02/16
Meeting	Southfield School Pathway Vocational Centre (PVC) -meeting to discuss how we can gain LO feedback from children and young people with SEND and their parents at Southfield PVC.	Service providers	25/02/16

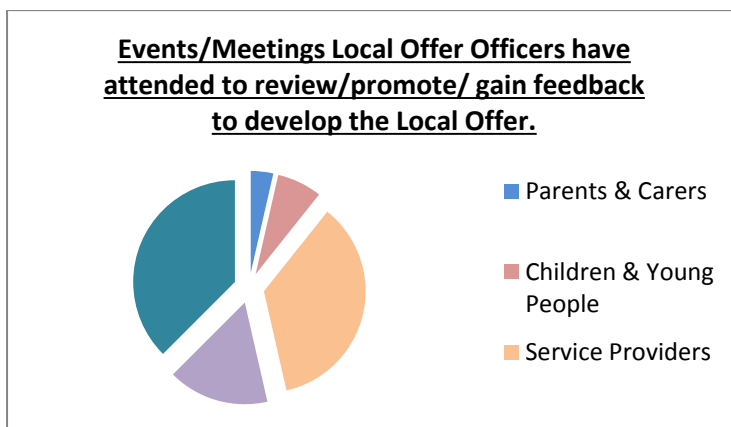
Meeting and promotion	Short Breaks -meeting updates at Barnardos	Service providers	29/02/16
Meeting and promotion	Catholic Primary Schools Partnership -Schools SEN Local Offer Report information session by LO	Service providers	29/02/16
Meeting	Specialist inclusion Project (SIP) -meeting to discuss how we can gain LO feedback from children and young people with SEND in the SIP young person's media group	Service providers	04/03/16
Meeting and promotion	Short Breaks providers -Network meeting at Nell Bank	Parent carers, young people and service providers	08/03/16
Meeting	LO Young Persons Service Barnardos, Communications Team and IT Team -meeting to discuss content of the new young persons and Things to do section with the LO website using feedback gained from children, young people with SEND and providers	Service providers and young people	24/03/16
Meeting	West Yorkshire Local Offer Peer Support	LO Peer support	31/03/16
Meeting	West Yorkshire Local Offer Peer Support	LO peer support	15/04/16
Survey	Local Offer parent/carer/providers and children and young people's questionnaires -sent out emails to: all short break providers, services and support groups within the LO website to complete and encourage, support and complete the questionnaires with children and young people with SEND and their parent carers who attend their settings/groups	Parent, Carers, Service Providers, Children & Young People	18/04/16
Meeting	Barnardos Young Persons Education Service -meeting to discuss content for the Education page on the children and young person's section on the LO website	Service provider and children/young people	28/04/16
Consultation	Hanson Academy DSP Hearing Impaired	Children and Young People	25/04/16
Consultation	Local Offer children and young people co-production group -review group meeting at Barnardos	Children and young people	28/04/16
Consultation	Local Offer parent/carers and providers co-production group -review group meeting	Parent carers and service providers	29/04/16
Social Media	<ul style="list-style-type: none"> • Bradford Community Radio • Big City Screen • Twitter • Facebook-DCIS & The Buzz • DCIS & The Buzz Newsletters issued 	All	On going

Meeting	<ul style="list-style-type: none"> Meeting to further developing Things to do search tools on the LO website 	Communications, IT and Barnardos Young Persons service	03.05.16
Review	<ul style="list-style-type: none"> Keighley Peoples First -Young people and adults reviewed the LO with Barnardos young persons 	Service providers	04.05.16
Meeting	<ul style="list-style-type: none"> Meeting to update Personal budgets (PB) content on Local Offer for families and plan PFBA PB event. 	Parents Forum Bradford & Airedale (PFBA), Social Care and SEN-Social Care	05.05.16
Meeting	<ul style="list-style-type: none"> Families' information Services (FIS)- Meeting to discuss our working in partnership to distribute and promote LO information and advertise all short breaks services. FIS are part of the LO searchable Things to do page. 	LO Peer Support	11.05.16
Review	<ul style="list-style-type: none"> Students with SEND reviewed the LO website and resources with Barnados Young Persons worker. 	Children & Young People	11.05.16
Meeting	<ul style="list-style-type: none"> Meeting to discuss improvements to be made to Bradford School Online website which has links on LO. Actions agreed to revamp BSO SEND section of BSO. 	SEN services	12.05.16
Workshop	<ul style="list-style-type: none"> Workshop for parent carers of children and young people with SEND. 	Parents Forum Bradford & Airedale Personal Budgets and Transition	17.05.16
Meeting	<ul style="list-style-type: none"> Meeting to update Adult Care, Preparing for Adulthood and "What happens after 25yrs, new section on Local Offer website. Actions and updates agreed. 	Adults Services	19.05.16
Social Media	<ul style="list-style-type: none"> LO online questionnaires put on LO social media-including Facebook, Twitter and LO Blog invited to complete. 	LO peer support	21.05.16

Questionnaire	<ul style="list-style-type: none"> Specialist Inclusion Project Completed online LO questionnaires with their young people at the PRISM group 	Children & Young People	May 2016
Questionnaire	<ul style="list-style-type: none"> Green Lane Primary School (Designated Specialist Provision)- Sent LO questionnaire to all their Parent/carers of children with SEND and teaching staff within the DSP unit completed LO children and young person's questionnaire with their pupils. 	Parent/carers of children with SEND and teaching staff within the DSP unit Mixed	May 2016
Questionnaire	<ul style="list-style-type: none"> Southfield Secondary School and Pathfinder Vocational Centre- Completed LO questionnaires with parent carers and their pupils. 	Parent carers and pupils. Mixed	May 2016

Summary of events, meetings, workshops and reviews Local Offer Officer attended

Parents & Carers	2
Children & Young People	4
Service Providers	20
LO Peer Support	9
Mixed	21



Appendix C – Local Offer Co-production stats: Children / Young People

Co-production with young people took place at various schools, colleges and local community organisations in the form of workshops.

(See table below for participant characteristics).

The sessions involved children and young people viewing the Local Offer website in detail and the alternative formats (LO Guide booklets and leaflets) with members of school, college staff, young people’s workers from Special Inclusion Project and Barnardos and the Local Offer Officer. Information was given to the children and young people about what the Local Offer and how their valuable feedback will improve the Local Offer. Feedback from children and young people was given in paper format and online directly on the Local Offer website with support from school, college and the young people’s workers.

Table 3: Children and Young people characteristics from Local Offer workshops

School/Service	Age Group	Additional Needs	Total
Green Lane Primary Designated Special Provision (DSP)	2-11	SLCN	10
Southfield Grange Path Vocational Centre	16-19	Undisclosed	12
Hanson Academy (DSP)	14-15	Hearing impaired	3
Barnardos	15	Learning Difficulties	2
ShIPLEY College	17-21	Learning difficulties, autistic, visually impaired	12
Keighley Peoples First	*24yrs+	Learning difficulties	5
Total number of young people consulted via workshops			44
*Additionally we invited a group of adults with learning difficulties from Keighley Peoples First who wanted to be involved in the Local Offer feedback workshop and we gained valuable feedback from 5 adults with learning difficulties ages ranging from 24 yrs-36yrs.			

To reach out to young people who did not openly identify as young people with additional need and in attempt to contact more young people we produced a new children and young person’s only Local Offer feedback online survey in April 2016, this included a pictorial version suggested by young people that could be downloaded, emailed to the Local Offer or printed out and dropped in at their local school or Barnardos. The online survey was based around how young people rated the content, how easy it was to use, if the information was clear, how well the Local Offer is promoted, if they have heard of the Local Offer, any gaps, if they would like to be involved in future focus groups, their post code, age and specific needs.

Participants involved in the online survey

(See tables below for participant characteristics).

Tables: Children and Young people characteristics from Local Offer online survey

<i>*The additional needs undisclosed to each age ranges included</i>
Specific learning difficulties
Severe learning difficulties
Speech, language and communication needs
Physical Difficulties
Autism spectrum disorders
Behavioural, social and emotional difficulties

Age Group	Total
11-13	2
17-19	4

*School, college and organisations support staff may of helped children and young people/adults with special educational needs and or disabilities to complete the Local Offer online feedback surveys.

Appendix D – Organisations requesting to be in Bradford’s Local Offer

We received requests from various organisations (table 2) to be included in Bradford’s Local Offer. We have asked parents/carers and children and young people what additional information would be helpful to them to include in the Local Offer. We considered the requests and based our decision on whether the services of each organisation would directly benefit our stakeholders in Bradford. Furthermore, the organisation had to either be a charity/voluntary group and not for profit. For independent schools/colleges/providers the inclusion criteria was whether Bradford children are currently / have been on roll to these schools (figure 1 shows the number of different organisations who requested to be in Bradford’s Local Offer and the number included).

We have emailed all organisations who have requested to be in Bradford’s Local Offer and informed them of our decision. Of the organisations that were not included, we have asked them to provide us with any further comments as to how their service will help and support the people from Bradford. In the future, we will re-assess our decision to include these organisations in Bradford’s Local Offer based upon their reasons and the views from our stakeholders.

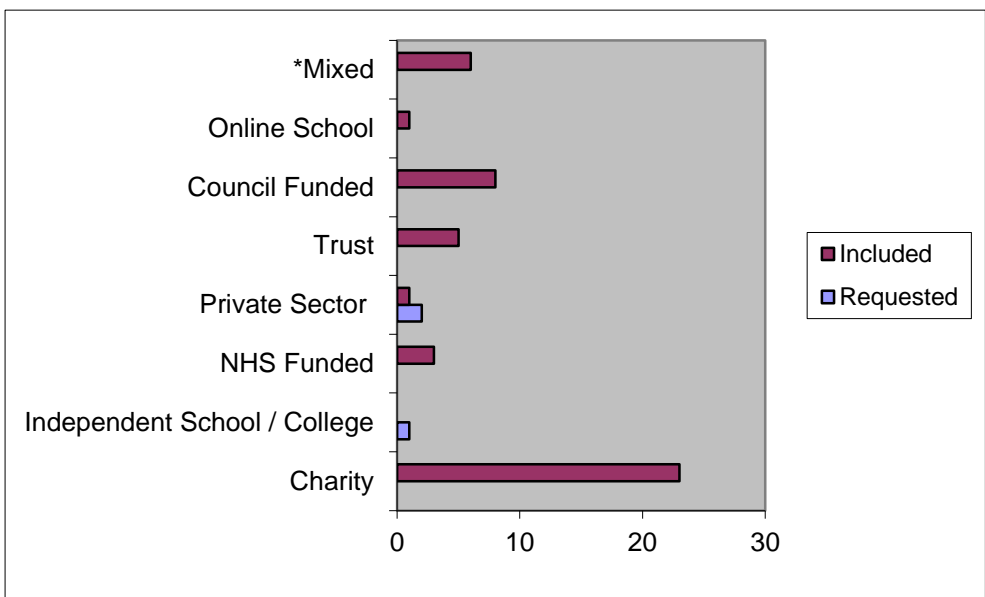


Figure 1: Number of organisations requested in Bradford’s Local Offer and the number of organisations included in Bradford’s Local Offer.

The Local Offer provides information about local/regional/national voluntary/charitable and trust organisations who are providing services to children and young people and their families who have special educational needs and disabilities within the useful links on the main page and within our 8 services pages. The majority of our newly requested organisations listed here are within the Information, Advice and Support Services section of the Local Offer

Table 2: List of organisations who requested to be in Bradford’s Local Offer and those included between 1st Sept 2015 and 31st May 2016.

Organisation	Included
The Children’s Trust	Yes
Disability Rights	Yes
Preferred Futures-Family Support	Yes
SICA-Financial Services	No
TSC Sports and Dance Coaching	No
The Mulberry Bush Independent School	No
Autism First (18yrs+)	Yes
Autism Links	Yes
Cellar Trust - Building brighter futures with people recovering from mental health	Yes
Dear Albert (Alcohol & Drugs misuse support)	Yes
Disability Grants	Yes
DIVA Bradford Community Directory	Yes
Dyslexia Action Support	Yes
Health Directory/Health Mapping	Yes
National Deaf Child & Adolescent Mental Health	Yes
Talking Point Communication	Yes
The Children’s Trust-For Children with Brain Injury	Yes
The Council for Disabled Children	Yes
Thrive Bradford	Yes
Max Cards-Issued by Parents Forum BA	Yes
Bradford Young Carers Service Barnardos	Yes
Contact a family	Yes

Motability Scheme	Yes
Turn2Us	Yes
Free online Career VOOCs	Yes
Bradford Down syndrome training services and support services	Yes
SIBS	Yes
Scope in Bradford	Yes
Relate and relate for children	Yes
Mencap	Yes
Mind in Bradford	Yes
Carers resource	Yes
Cygnet	Yes
Bradford deaf children's society	Yes
Bradford bereavement support	Yes
Bradford autism support	Yes
Arthritis Care	Yes
Association For Spina Bifida And Hydrocephalus	Yes
Action for blind people	Yes
Bradford Toy Library	Yes
Learn and Play	Yes
Nell Bank	Yes
Yorkshire Sport Foundation	Yes
Bradford and District Changing Places	Yes
Bradford Youth Offending Team (YOT)	Yes
Disabled Persons Rail Card Services	Yes

Healthcare Travel Cost Scheme services	Yes
Patients Transport to hospital scheme	Yes
Shop Mobility Service	Yes
Access bus service	Yes

Appendix E - Summary of workshop on travel assistance

<https://localoffer.bradford.gov.uk/Content.aspx?mid=351>

Appendix F - Letter to parents travel assistance programme

<https://localoffer.bradford.gov.uk/Content.aspx?mid=351>

Appendix G - POET EHCP Survey results

<https://localoffer.bradford.gov.uk/Content.aspx?mid=212>

Appendix H - Personal Budgets Feedback

<https://localoffer.bradford.gov.uk/Content.aspx?mid=351>

Appendix I - LO YH Peer Review Workshop Feedback

<https://localoffer.bradford.gov.uk/Content.aspx?mid=210>