



Oldham's Local Offer Review – August 2015

Section 4.21 of the Special Educational Needs and Disability (SEND) code of practice 0-25 states that 'Local authorities **must** publish comments about their local offer received from or on behalf of children with SEN or Disabilities and their parents; and young people with SEN or disabilities'.

Oldham Council, in partnership with POINT (Oldham's Parent Carer Forum) have conducted numerous user testing workshops, information events and have listened to feedback from parents, carers, children and young so that we can review and improve our local offer to meet the needs of families, children and young people across Oldham.


As a result, Oldham Council in partnership POINT Forum (Oldham's Parent Carer Forum) have produced a 'You Said... We Did' summary below to outline the key points of feedback that we have received from Parents, Carers, Children, Young People since the local offer was launched in September 2014; and to inform you how this feedback has been used to improve Oldham's local offer.

You Said	We did
How can the information within the Local Offer/Directory be accessed other than Oldham Council's website?	Oldham Council is looking at training staff at libraries and access points to support parents/carers in accessing information. The Local Offer workstream is currently working on an 'Access the Local Offer' leaflet for distribution to GPs, Children's Centres, and Libraries etc.
Parents/carers raised that there is limited information at the moment on contact points for specific areas i.e. if a parent/young person has a question about EHC plans.	The Local Offer workstream have and are identifying resources/contact points and the website will be updated as and when these are available i.e. the Local Offer now advises parents/carers who to contact if they have questions about any aspect of the EHC process.
The number of activities available through the local offer is limited.	Oldham Council and our wider partners have continued to encourage organisations and providers to upload their data. Oldham Council is currently working with their communications department to look at ways of promoting our Local Offer to highlight to more local providers and out of borough providers.

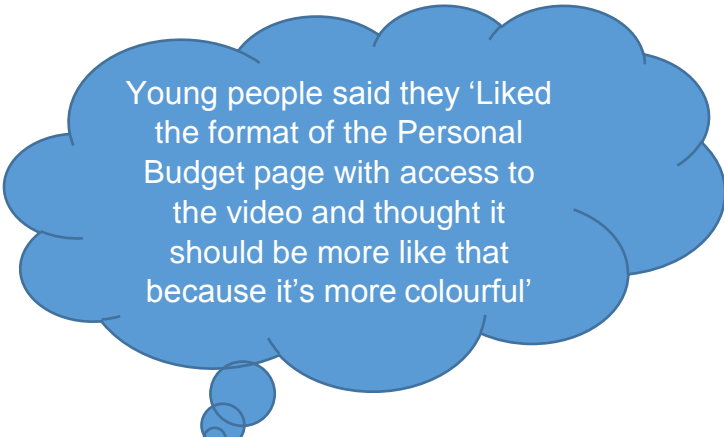
<p>Providers also felt they needed further training on how to register and update their services.</p>	<p>A recent training session was held for providers at the link centre to help providers to upload their information and therefore improve the content. Further sessions have been organised in September 2015 to support Early Years providers to update their services.</p>
<p>The local offer was difficult to find on the council's website.</p>	<p>Local Offer workstream have taken all feedback about the accessibility, look and feel of the website and are currently working through a list of suggested improvements to make the site more accessible and improve access to the information contained in the local offer.</p>
<p>I was trying to find Short Breaks but the local offer is difficult to navigate</p>	<p>As above the workstream have taken on board all feedback to improve access to the information contained in the local offer.</p>
<p>It is not clear why people would access the local offer other than for Short Breaks information</p>	<p>Oldham Council will undertake further promotion of the local offer on a regular basis as improvements are made.</p> <p>POINT Forum continue to promote the local offer to its membership and have lots of useful information on their website demonstrating the purpose of the local offer.</p>
<p>Improve the offer to give families valuable social experiences</p>	<p>POINT Forum have chaired a parental working group to evaluate and recommend improvements to the Short Breaks offer. As a result a re-tender will take place to secure a revised Short Breaks offer from April 2016</p>
<p>I accessed the short breaks information and it was out of date. I rang POINT and they immediately gave me the information.</p>	<p>The information in all areas not just short breaks is under review to ensure information is correct. Providers are being engaged and trained in order for them to ensure that their information on the site is up to date and relevant.</p> <p>There have been some issues with searches finding old information; this is something we are working to address.</p>

<p>I have been searching for information but there doesn't seem to be much. I rang POINT who gave me OSCA support group details but this didn't appear when I searched.</p>	<p>This was a technical issue with the description of the service. It has now been rectified and OSCA appears when searched for within the Local Offer directory. Work is on-going to promote the Local Offer and to encourage providers to register and to update information regularly.</p>
<p>Parents want an option to feedback, rate and review the local offer including individual providers</p>	<p>This work is ongoing to ensure appropriate safeguards are in place for families and providers alike. POINT Forum are co-ordinating a workstream to work with all stakeholders to develop the rate and review system. Further information should be available in January 2016</p>
<p>Young person's focus group used words to describe local offer section such as 'too serious looking,' 'wordy,' 'not fun.'</p>	<p>We have plans in place to do a small workshop session to work through the site information check out the look and feel and to find ways in which to capture information in a more user friendly format. The young people have highlighted areas they feel work and we will look at ways to have more of that e.g. personal budgets DVD that they created.</p>
<p>Biggest struggle young person's group during a user testing session was knowing what to type in to get to get to the local offer pages.</p>	<p>The site is set up so that a range of different word searches should be able to take the user to the site they are looking for. However following the user testing feedback we are looking at whether more needs to be added to aid searches.</p>
<p>Parental user testing group said that local offer doesn't mean anything to families</p>	<p>Oldham Council have added a strapline 'For families of children and young people with additional needs and disabilities' in order to improve understanding of the purpose of the local offer.</p>
<p>Families would like charges to be shown against the activity or provision so they can make an informed choice when developing support plans</p>	<p>This is under review by the local offer workstream. Further developments will be undertaken in the coming year.</p>

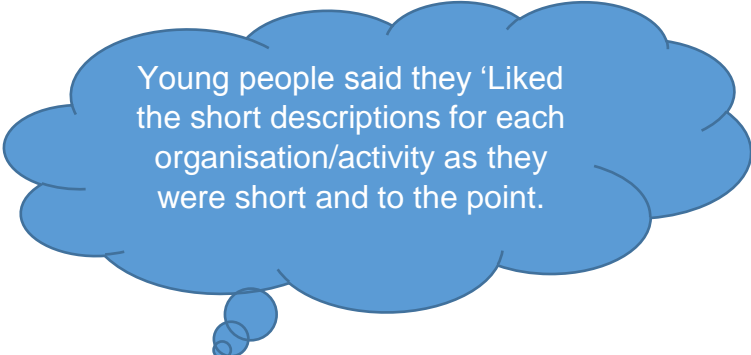
Oldham Council and POINT also received some positive comments about the local offer which will also help us to deliver better accessibility:

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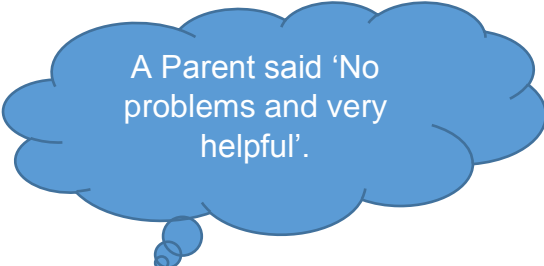
A parent said
'Our access to
the local offer is
good'

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Young people said they 'Liked
the format of the Personal
Budget page with access to
the video and thought it
should be more like that
because it's more colourful'

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Young people said they 'Liked
the short descriptions for each
organisation/activity as they
were short and to the point.

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A Parent said 'No
problems and very
helpful'.

What Next

You can feedback your views on the local offer at any time by clicking the following link which is also available on the local offer website pages: local.offer@oldham.gov.uk

YOUR views are then used to shape the local offer and address any accessibility concerns, identify any gaps in provision and to ensure that Oldham Council develop an accessible and easy to navigate local offer which increase choice, control and informed choices for families of children and young people with additional needs and disabilities.