

EIGHTH FEEDBACK REPORT ON BRENT'S LOCAL OFFER

JANUARY - JUNE 2020

INTRODUCTION

The SEND Code of Practice 0 to 25 years requires that local authorities publish comments about their Local Offer received from, or on behalf of children, parents and young people. Comments must be published if they relate to:

- The content of the Local Offer, which includes 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

Brent's Local Offer has been developed in partnership with parents and carers. A Local Offer working group was set up and workshops and consultation were held with parents, members of parent/carers forums, pupils and special educational needs coordinators (SENCOs). The site is reviewed and monitored by the Inclusion Service Development Manager, who reports back to the SEND Project Board.

Over 135 additional services have been added to the Local Offer since it was launched, including council, health, independent and voluntary sector provision. Content is continually reviewed and updated across all category areas to reflect changes in providers and the provision on offer.

DEVELOPMENTS AND FEEDBACK

One of the main areas of development has been a dedicated **Covid-19** section on the Local Offer to support families of children with SEND during the pandemic. This has included:

- Online resources to support parents with education and home schooling
- Emotional and wellbeing support
- Public health advice and financial support
- Updates and useful resources from service areas including Brent Outreach Autism Team, Brent Early Years Inclusion Support Team and paediatric therapies
- Frequently asked questions

The Local Offer hosted an online **short breaks survey** throughout February and March 2020 on behalf of Brent Inclusion Service and Brent Parent Carer Forum.

NEW AND UPDATED PROVISION

A new section has been added to the education category about **adult learning providers**, both in Brent and neighbouring areas.

The **Wellbeing and Emotional Support Team (West)** now has a dedicated section in the education category.

Information about the **Brent SEND Advisory Team (SAT)** and its core offerings for pupils with learning difficulties, physical disabilities and medical needs, has been added.

Publicity and information about the new **supported internship programme at Wembley Park** and the **West London Guide to Supported Internships 2020** has been launched.

Information about a range of other services for SEND has been updated and improved including:

- Grants and financial assistance from charities and voluntary groups
- Online referral forms for SALT
- Mental health awareness workshops run by Mind and BPCF
- Pre-employment training programmes
- SEN support in schools
- Applying for a school place
- Brent Deaf and Hearing Impaired Service (BDHIS)
- CAMHS Urgent Care Team for Children and Young People
- Children and Young people's Continuing Care Service
- Children and young people's physiotherapy service
- Paediatric occupational therapy service
- Disagreement resolution and mediation services
- Brent SEND, Information, Advice and Support Service
- Emergency Carers Card issued by Brent Carers Centre
- SEND support groups at children's centres
- Out of school care (breakfast, after school and holiday clubs)

- The Ade Adepitan Centre

LOCAL OFFER USAGE

Local Offer usage January to June 2020

Total number of page views (users) 26,783

Average number of users per month 4,463

Average number of page views per month 5,630

Most looked at topic areas: health visiting service, volunteering, blue badge parking.

Most looked at category areas: education, social care, assessment and EHC planning

FUTURE PROPOSALS

The Children and Family Support area of Brent's website, which includes the Local Offer, is currently being reviewed and redeveloped to improve the user journey and experience. Based on consultation with user groups so far, the following recommendations are being used as a basis for the new site.

1. Making the Children and Families area more prominent and easier to find
2. Adding icons
3. Improving the limited search facility
4. Simplifying and standardisation of language across the area
5. Synergy across areas e.g. information always in right-hand navigation

Features and functionality required for the new site:

- Information about the new Family Wellbeing Centres need to be in place for the launch in December
- Option to click on a map to see services/activities/centres near you
- Adding key information as a requirement to build consistency (e.g. 'can I book in advance?')
- Improved internal search functionality – a responsive search function (as the user types, a list of suggested pages/terms should appear in a drop-down)

- Mobile optimisation where important links and buttons are at the top of the pages
- More interactivity across pages

GET IN TOUCH

If you would like to offer feedback about any other aspect of our Local Offer, you can fill out our [evaluation form](#). If you're a service provider and would like to be included on the site, please complete our [joining form](#).