



Annual report of the Local Offer

Sept 2014 to 2015

Summary

The Children and Families Act specified that a Local Offer should be established showing the provision and services in the local area in one place. A Local Offer team was established in May 2014 to dedicate time and effort into producing a quality Local Offer for Northamptonshire. The Local Offer was fully compliant to the regulations with effect from 1st Sept 2014 using the existing county council website

The Local Offer is to be “collaborative, accessible, comprehensive, up to date and transparent” (Children and Family Act 2014)

The Local Offer brief was to establish a medium to fulfil the requirements of the Children and Families Act and to produce a web site designed on the results of the consultation that had taken place. An order was placed with the Local Authority’s developer and the details planned and agreed. Opportunities for testing were given to the partners in EHC and parents and young people at a hands on session. Feedback given at the events was used to improve the experience. The young person present with SEN enjoyed the location map facility.

Mathew Golby, the councillor for Learning Skills and Education came to visit the team and also tried the Local Offer web site and looked up services available in his constituency.

The purpose designed website went live in December 2014. Statistics from the web team have showed that we have a steady usage with a variety of platforms and devices including PC’s and laptops, tablets and smart phones which the site has been designed to use. The total web hits to date is more than 3,700 (excluding internal searches) over the last year. The IT department have now established a consistent report for the Local Offer produced at the end of each month.

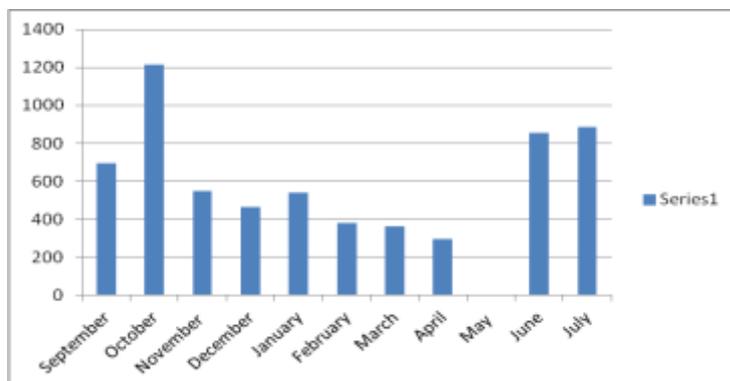


Table 1 web hits

Web statistics should be viewed as an indication of a people’s browsing habits, not an exact science.



Collaboration

The Work stream group was set up and meets frequently with representatives from parents, Education, health, Social Care, IASS, Children's Rights service and more recently the Transitions Team and Early Years as part of our collaboration obligation. The group considers the development and review of the Local Offer. The minutes of the meetings are published on the Get Involved page of the Local Offer website.

Communication

Social Media had been identified during the consultation as a tool to use as part of our Local Offer and subsequently Facebook and Twitter accounts were approved by the LA Communications team and E-safety Officer and established by August 14. The Local Offer has a visible and active presence on Social Media (@LONorthants) .

Facebook

People who like your page August 2014		
Fan ages	Women	Men
13 - 17	1	0
18 - 24	5.	1
25 - 34	19	0.
35 - 44	37	1
45 - 54	15	2
55 - 64	2	0
65+	0	0

People who like your page August 2015		
Fan ages	Women	Men
13 - 17	1	0
18 - 24	19	2
25 - 34	62	3
35 - 44	105	8
45 - 54	51	3
55 - 64	11	1
65+	1	1

The majority of our Facebook "likers" are female and would appear to be in the mums' age range, with 56 women in the age range 25 to 44 at the beginning of our campaign rising to 167 at the last count for this age range. Dads have started to join in, with the numbers rising from 1 in the same age range to 11, with 2 men and 20 women under 24. Facebook is not suitable for children younger than 13; and our statistics indicate that young people are no longer frequent Facebook users " *its for mums and dads*" as a young person at the Pathfinder consultation said.



Our best post reach so far has been by joining the Learning Disability awareness week campaign and we reached over 1,600 people. The Local Offer team monitor “awareness weeks” and aim to co-ordinate the social media posts with national and local campaigns, including and alongside the Northamptonshire Federation of Disability Sports and offering suggestions on how the local provision is relevant to the campaign.

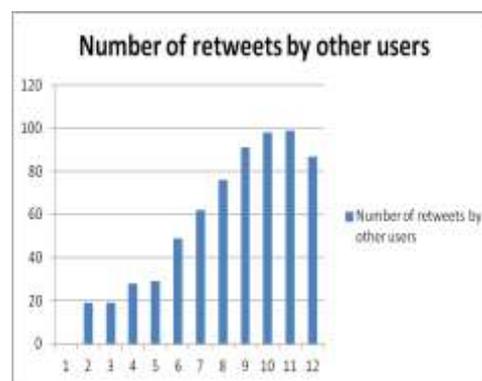
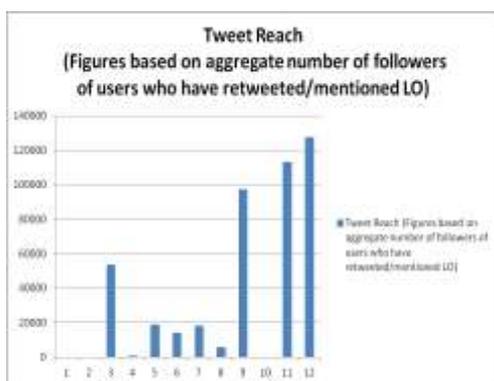
Table 2The top ten social media posts

Topic	Number reached
Learning Disability Week	1625
Business Owner with Downs syndrome	676
Autism Concern New Youth Group	675
EHC Plan Advice - Core Assets	671
Autism - Black Country Museum	458
Autism - Day Out NAS	351
Aspirations Wellbeing Fun Days	309
Kettering Fun day	281
Disability Fun Day in Nuneaton	273
Sport tri-athlete with Cerebral Palsy	273

Figure 1 learning disability week



Our twitter campaign started in August 2014 with just 24 followers: we now have over 250, including local schools and our EHC partners.



Twitter has the potential to reach a vast audience: The relevance of Local Offer tweets is shown by the number of re-tweets and comments that get made.



The Local Offer team monitor the activity on twitter and take appropriate action, sharing information and updating our records e.g. we were able to update telephone numbers when the NHS tweeted that they had changed their numbers. Some of our most famous re-tweeters so far have been Ashley Mackenzie – a Judo champion who used sport to help him with his disability and Marc Haddon, author of The Curious Incident of the Dog. Paul Blantern also follows us.

Accessible

Web Pages

The Local Offer website has accessibility widgets which enables users to listen to the text, and highlight and enlarge text; it can be converted into a sound file (MP3) and listened to later: It has a translator inbuilt to convert to any language (and also listen to in other languages). Parent Support Workers in schools were particularly interested in this tool to help them communicate with their families.

Libraries (as part of the universal services) and the Customer Service Centre received information and guidance on the use of the website in order to support non-internet users either on the phone or in the community.

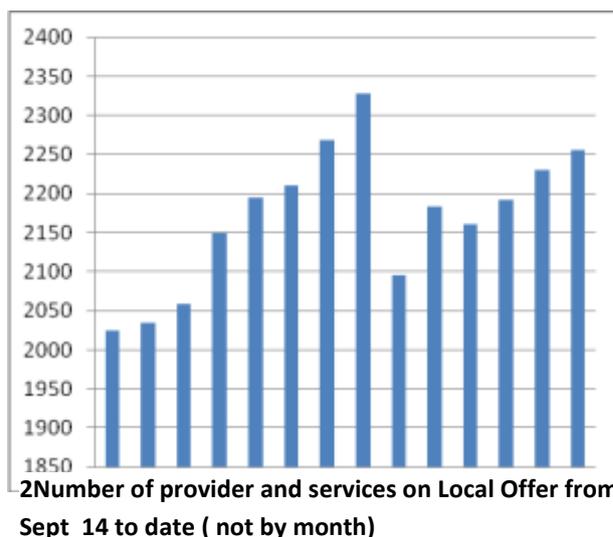
EPIC (the national consultation group of young disabled people) advised at a Making Ourselves Heard event that they thought it really important that the Northamptonshire Local Offer was available in the printed form – either as leaflets, fliers or posters. This is done by the SNIX magazine that was already being produced by the Local Offer team from information held on the Local Offer and it is distributed to more than 1700 readers via the post. The Shooting Stars consultation group have agreed to be involved in the production of this magazine, providing ideas and articles. The Local Offer has attended their meetings as appropriate over the last year.

The Local Offer established a You tube channel on the web pages, showing all the video clips that are available using this medium on the web pages.

Very recently, the web team have trained the Local Offer to edit the new platform web pages. We are the first team to be able to do this.

Current and Up To Date

By September 2014, over 2,000 individual entries on the data base had been checked for accuracy and tagged to appear on the Local Offer. The fluctuation shows that the Local Offer is constantly being updated



Marketing

The Local Offer team have attended events and market places organised by colleagues in education, health and care, and these have included Childminders, Early Years, School parent evenings and Health and Wellbeing events. More than 2,200 people have been met at these events over the year including young people, their parents and professionals working directly with families affected by SEN and disabilities. Opportunities for feedback and information sharing have been used. Marketing materials have been produced, one of the most popular being the Easy Read guide on the Local Offer, developed with Shooting Stars. Leaflets and information about the Local Offer is given to parents by case workers and the Admin team

Appealing and eye catching posters were produced and distributed to local volunteer bureaux, children centres, shopping centres and community centres, GP's and pharmacies. Information was sent out by the Local Authority's marketing team and digital signage was distributed to all Northamptonshire libraries for a six month campaign.

Feedback

Feedback forms are reported to the Work stream group and actions agreed. The legislation stipulates that this should be posted on the Local Offer webpage

Formal feedback can be offered via the web pages and so far this has been very scarce which is reflected across the East Midlands. Twenty-nine online forms have been completed since their development in February 2015 and do not, to date, provide any indication on gaps in the provision.

Of note :

1. One parent was looking for suitable education for his 18 year old autistic son post special school. He was unable to find what he hoped for but didn't respond to a personal e-mail offering more help.
2. Technical faults were reported and forwarded to the IT development team for a solution – which have been found
3. A nursery school reported that we were showing incorrect prices (although this function is managed by another team) and they found the Local Offer OK to use and OK on design.
4. The disabled young person who spent a week with the Local Offer team on work experience reported that she found the web pages easy to use and excellently designed. (She was very IT literate.)
5. A provider asked to be removed as they were incorrectly allocated to the Local Offer –. Their entry was removed.
6. Providers have reported that information was incorrect and this was corrected.
7. Contact has been made from Derby City Local Offer asking for advice on our style and functionality.



Professional users, parent volunteers and users of the Visual Impairment Service have been invited to comment and only two comments have so far been raised from users who find it difficult to use. We are not obliged to publish negative comments. Comments received that require action are listed on the Local Offer web page Get Involved, under the heading “you said, we did”

Part of the support for users who aren't on-line is the customer help desk. They have recorded 30 phone calls and have included requests for information about SNIX registration and magazine, how to complain about the support from a school, requests for registration onto the Local Offer and information about football for children with autism; and a pilot Learning disabilities course. The majority of calls were transferred to the Local Offer team to action. One of our feedbacks comments was “*For me, the best thing on the home page is having a telephone number you can call*”. This person also commented on the wealth of information available from the web pages.

Anecdotally, feedback has indicated that support groups found on the Local Offer are helpful and that the volume of information to be found on the Local Offer is much greater than expected. One parent reported (to a friend) that they had found a group on the Local Offer, borrowed equipment and had their first night's sleep in years.

One of the big concerns of parents and carers expressed at face to face sessions is the post-education provision, especially for young people affected with autism or who have high needs. This is a consistent theme when meeting parents. We have also had a parent requesting help whose son was going onto higher education, and was struggling to get support from the university and having to negotiate the intricacies of Student Finance helpline for DSA.

Parents also ask the Local Offer team about the transport policy to get their children to school.

The revamped and printed SNIX magazine has been very well received and many anecdotal comments made about the quality and content of the magazine. It is very popular at the marketing events.

School Senco's were surveyed at the February Inclusion events. 67 replies were received: 64% had used the Local Offer, but only 17% had checked their school. Less than 30% had shared it with parents. At the conclusion of the last school audit, more than 90% of schools had published an up to date SEN policy. The remainder will be contacted to remind them to update their website. The Early Years sector, which are predominantly private, independent or voluntary have been much slower to update their policies which reflects their smaller staffing resource. Only those receiving LA funds are obliged under the legislation to publish on the Local Offer.

Comprehensive

Mott Macdonald (a global management, engineering and development consultancy, appointed by the DfE) facilitated a peer audit of the East Midlands Local Offers in July 2015. A representative from NPFGB and Kathy Forsdyke attended the event, having audited Derbyshire's Local Offer. Derbyshire and Mott Macdonald conducted an audit of Northamptonshire which is attached as an appendix.

Northamptonshire's Local Offer was described as “ *Really appealing look and categories. Really useful glossary that can be accessed at the top*” by Mott Macdonald staff and “*Eye-catching and*



visually appealing, keyword search makes it easy to find providers and information pages” by Derbyshire Local Authority

There were no areas that were found to be failing, but some areas that can be improved, such as the transfer to adult social care, and the transfer from school phases. The schools’ data entries need amending, to be able to easily filter by key stage and to link directly to their SEN policies on the school’s web sites.

Conclusion

The Local Offer for Northamptonshire has had a very positive start in its first year, with strong foundations for a long term information service for children, young people, their families and all those who support them. The web pages were used to launch the county council’s new web platform and they provide a positive image, backed by up to date and accurate data provided by the team members. The Local Offer aim is to become a trusted brand by all its users. The Work-Stream group has a good balance of partners and parents, who all feel involved and will lead into a governance structure for the future

The Local Offer has established a really good relationship with the NPFG and IASS through commitment and co-production and trust and support within the teams can be seen.

The Shooting Stars group know about the Local Offer and are being actively encouraged to be involved in the Local Offer and SNIX magazine. Their work and results will continue to be published through the Local Offer and SNIX magazine and will continue developing a lasting relationship, providing an opportunity for the young people on the group to influence the Local Offer in Northamptonshire.



Appendix One

Local Offer review framework

INSERT Local Authority Name: Northamptonshire (reviewed by Derbyshire)

INSERT Local Offer link: www.northamptonshire.gov.uk/localoffer

Feedback from Mott MacDonald(in red)

Response, Comments and action points from Northamptonshire (in blue)

GUIDANCE

- Complete a review against all the categories providing a Yes (Y), Limited (L) or No (N) for each based on the requirements given.
- Provide comments against each category where relevant e.g. to provide an explanation of why a classification has been chosen, to highlight good examples and where information is missing and ideas for improvements.
- The categories are based on the 'Musts' in the Code of Practice but a few key 'Shoulds' have been included at the end of the table.
- A supplementary document is available which includes the extracts from the Code of Practice that are referenced in this document.
- Please note that this framework is designed to help review elements of your Local Offer but by doing so it does not guarantee that your Local Offer is fully compliant.

R e f	Category	Classification Y, L, N (please delete as appropriate)	Comments	Key elements to consider	CoP Ref
A	Local Offer available for those without internet access and for those with specific access requirements.	L = Does not have contact details and/or less than 3 options for those that have	- Site offers browse aloud option, that will 'speak' the information on the pages. <ul style="list-style-type: none">▪ This is a great facility but it's it is slow. This only really works if the user can read the information on the page, to hover the cursor over the area to be read out.	Arrangements in place for enabling those without access to the internet to access the Local Offer information.	4.62



R e f	Category	Classification Y, L, N (please delete as appropriate)	Comments	Key elements to consider	CoP Ref
		<p>specific access requirements.</p> <p>Yes from Mott Macdonal</p>	<ul style="list-style-type: none"> - The site has a filter for different languages, but I am not sure how this works. When I have applied the filter the search results are refined but I can't find anything in that language. I didn't find instruction about how this filter works. Browse aloud guide under construction - There is an 'easy read' leaflet explaining about the Local Offer - I couldn't find information about how users without internet access would find information from the Local Offer, but you would need internet access if it was on the site to find it!!!! - this is on the Local Offer KF to ensure more easily available For alternative formats and trouble finding information contact details are given. 	<p>Also includes how access for different groups is enabled e.g. those with EAL.</p>	



R e f	Category	Classification Y, L, N (please delete as appropriate)	Comments	Key elements to consider	CoP Ref
			<p>Browsealoud, translate and print options available. A useful glossary is also provided at the top of the page on every page.</p>		
B	<p>Comments, the local authority response and the actions they intend to take published on the Local Offer.</p>	<p>L= Option to comment is via a general email only which is not clearly signposted on the site.</p> <p>MM yes</p> <p>Y = Clear mechanism available for providing comments and feeding back. Information provided on when and where these comments will be published.</p>	<p>- The feedback option is easy to find from the LO home page, which gives access to a feedback form:</p> <ul style="list-style-type: none"> ▪ There are a lot of mandatory fields, which make the form quite lengthy to complete and may put people off. ▪ I like the option of the printable page ▪ When the feedback form has been submitted, the user isn't taken back to the Local Offer and therefore has to re-navigate back to it from the Northants Council page. <p>- States that 'will share feedback and our action taken once a year' but doesn't state when this will be <u>(this is the only reason I havent given it a Y)</u></p> <p>Feedback form to be made more user friendly and return to LO site to be built in</p>	<p>A summary of comments and the response must be published annually.</p> <p><i>(Ability to provide feedback and comments required)</i></p>	<p>4.21/ 4.24</p>



R e f	Category	Classification Y, L, N (please delete as appropriate)	Comments	Key elements to consider	CoP Ref
			<p><i>Local offer feedback form which states they will share feedback and our action taken at least once a year however doesn't say where. Get involved page provides a 'You said, we did' section where Young people were interviewed on what they would like to see and how they would like to access it.</i></p> <p>Local Offer now have editing rights to web pages and are updating this page from feedback</p>		
C	In area education provision	L = List of providers available but less than 3 of the providers on the Local Offer site have the information or a direct link to the information.	<p>All types of education providers can be found.</p> <p>The filter for provider type on the left helps to find information.</p> <p>For each school category, the provider information does not contain a direct link to the SEN information and often doesn't make direct reference to the SEN Information Report. Examples used:</p>	To include education settings (early years, schools and Post 16 – including apprenticeships, traineeships and supported internships), where to find providers SEN Information reports and SEN services including early years.	4.4/ 4.30/ 4.36/4.38/ 4.46



R e f	Category	Classification Y, L, N (please delete as appropriate)	Comments	Key elements to consider	CoP Ref
			<p>Whitespires Special School cross border school (another issue)</p> <p>Moulton College Moulton due to update info</p> <p>Angels Day Nursery policy not pulling through</p> <p>East Hunsbury Primary School states SLD info?</p> <p>Aware that not all schools have direct link to SEN page.</p> <p>All providers have the general website address and not a direct link to the SEN information for each education provider.</p> <p>List of provision but none checked included SEN information or linked to SEN information:</p> <ul style="list-style-type: none"> • Headlands Primary School • Montsaye Community College • Kingswood Secondary Academy • Fairfield Special School 		



R e f	Category	Classification Y, L, N (please delete as appropriate)	Comments	Key elements to consider	CoP Ref
			<p>Information on school page helpful as included map, contact details and an 'also in this area' section.</p> <p><u>Not easy to search primary, secondary etc as not a filter option</u></p> <p>Some schools have link to SEN policy – but not those audited: Action plan to audit school's entries on data base and update Local Offer</p> <p>Future LO development to filter by school phase – currently use age filtering</p>		
D	Out of area educational provision	Y = A link to Section 41.	<p><u>Really easy to find</u> this by using the keyword search from the LO home page.</p> <p>Found by searching section 41</p>	The link to Section 41 and provision outside of the local area that the LA expects is likely to be used.	4.30/ 4.39/4.4
E	Out of area education provision included on the Local Offer in the	L= Not an option for this category.	Couldn't find a specific option to search for out of area providers, or an information page.		4.4



R e f	Category	Classification Y, L, N (please delete as appropriate)	Comments	Key elements to consider	CoP Ref
	same way as the in area education provision.	Y = One or more of the out of area providers included on the Local Offer in the same way as the in area education provision	It is difficult to establish what is in area or out of area through the general search without knowing Northamptonshire area. By using the postcode function and choosing an area it is possible to find a few providers. Area for improvement Bolton provision found within the school provision.		
F	In area health provision	Y = Information about health and links to health provision. Y = Information about health and links to health provision.	A good range of health service providers included, ranging from those specifically for children to those aimed at young people. Includes: Equipment, continuing care, palliative care, mental health etc. Couldn't immediately find information about transitioning from children to adult services. Lots of provision and documents and useful categories to search – provision type, age range, local town	To include information about support to settings on medical needs, therapy, mental health, wheelchairs and equipment, palliative care, continuing care and support for moving to adult care.	4.40/4.30
G	In area social care provision	L = Some information but very limited e.g. Only a link given to	Good social care section but <u>couldn't find information for supporting moving to adult social care.</u>	To include how to access social care services, childcare,	4.4/ 4.30/



R e f	Category	Classification Y, L, N (please delete as appropriate)	Comments	Key elements to consider	CoP Ref
		<p>the main LA website.</p> <p>Y = Information about social care and links to provision.</p>	<p>Separate section for independent living.</p> <p>Information included about short breaks</p> <p><u>Couldn't find the short breaks statement.</u></p> <p>Social_Care manager aware of request</p> <p>Lots of provision and documents and useful categories to search – provision type, age range, local town</p>	<p>leisure activities, support for moving to adult social care, support for living independently and the short breaks statement plus where the information on adult care can be found (under the Care Act 2014).</p>	<p>4.38/ 4.42/4.44</p>
H	Requesting an EHC needs assessment	<p>Y = Clear information about how to request an EHC needs assessment, this must be accessible to parents and young people.</p> <p>Y = Clear information about how to request an EHC needs assessment, this must be accessible to parents and young people.</p>	<p>Good to have a separate link to EHC information from the home page.</p> <p>Clear information about EHC needs assessments.</p> <p>Clear information is on LA website but linked from LO. Broken down into different sections. <u>Would be helpful to include the contact details of who the request goes to.</u></p>	<p>Information on how parents and young people can request an EHC needs assessment.</p>	<p>4.30/4.57- 4.58</p>



R e f	Category	Classification Y, L, N (please delete as appropriate)	Comments	Key elements to consider	CoP Ref
			Suggest including on EHC web pages		
I	Identifying and assessing SEN	Y = Clear information about how SEN are identified and assessed, this must be accessible to parents and young people.	Clear information about EHC assessment process. Includes SEN Descriptors. Clear information is on LA website but linked from LO SEN Descriptor document gives information on what SEN support is expected to be delivered in early years settings and schools.	To include arrangements for EHC needs assessments.	4.30
J	EHCPs	Y = Clear information about the EHCP (including timescales and process), this must be accessible to parents and young people.	Clear information about EHC plans and the process and transfer from statements. At a glance assessment guide is easy to understand. Clear information is on LA website but linked from LO. Includes information on the content and reviewing EHC plans. Documents available to download including process with timescales.	The timescales and process for an EHCP.	4.58
K	Personal Budgets	L = Some information but fairly high level and not covering all elements.	Could only find one entry for Personal Budgets but couldn't find the policy or eligibility info. Listed in information and articles as personal budget	Information available about the option of having a Personal Budget including a local	4.58



R e f	Category	Classification Y, L, N (please delete as appropriate)	Comments	Key elements to consider	CoP Ref
			<p>policy – need to check data tagging for this. (subsequently resolved) :</p> <p>Overview information but no policy or information on eligibility.</p>	policy for Personal Budgets.	
L	Travel	Y = A link to a policy which includes information on travel to and from educational settings pre and post 16 (can be in one document but must set out policy for pre and post 16).	<p>Information for transport for pre-16, post-16 and looked after children.</p> <p>Links to main Northants Council website for information – but navigates away from the LO website.</p> <p>Overview information provided with contact details and a link to LA website where policies can be downloaded.</p>	Arrangements for travel to and from education settings plus post 16 transport policy statement for 16+.	4.30/ 4.48
M	Phase transfer/higher education	L = Some information but fairly high level and not covering all elements.	<p>Information on DSA found easily through the keyword search on home page (includes links to gov. site)</p> <p>Found information on Student Disability Assistance Fund.</p> <p>Couldn't find information about the transfer between the phases of education.</p> <p>Area for development</p>	Support to transfer between phases of education and support for higher education including DSA.	4.30



R e f	Category	Classification Y, L, N (please delete as appropriate)	Comments	Key elements to consider	CoP Ref
			<p>Overview information on DSA given with contact details and a link to further information on gov.uk.</p> <p><u>No information found on phase transfers.</u></p>		
N	IAS	Y = Clear information on IAS and how to access (phone number, website link etc).	<p>IAS information found easily from homepage search and includes contact information.</p> <p>Also included: parent forum group, including information and contact details.</p> <p>Support groups accessed through keyword search and can be filtered.</p> <p>Service description and contact details with a link to the IAS website.</p>	How to access IAS, parent forums and support groups.	4.30/4.45/ 4.59
O	Disagreement resolution, mediation, tribunal/appeals and complaints	Y = How to access these and rights.	<p>Found easily. Also includes separate information for the 2 providers (Together Trust and Kids).</p> <p>Also includes information on first-tier tribunals.</p> <p>Overview information provided with link to LA website where there is information on complaints and resolving disagreements booklet. This is a useful document which includes a diagram on how they all</p>	How to access these and rights.	4.30



R e f	Category	Classification Y, L, N (please delete as appropriate)	Comments	Key elements to consider	CoP Ref
			fit together		
P	Accessibility	Y = LAs accessibility strategy published on the Local Offer. N = Not found.	Found this quickly. Could not find LA document but there is a Northamptonshire County Council Schools Accessibility Strategy available to download Derbyshire found this document.	The LA's accessibility strategy published on the Local Offer.	4.30
Q	What the LA expects education settings to offer	N = None of the above found. Y = Clear statement of what the LA expects settings to provide	The education section holds a wide range of information pages and links, but unfortunately I couldn't find this information within it. Information contained within Descriptor document that Mott McDonald found quickly Comprehensive information provided by SEN Descriptor document which gives information on what SEN support is expected to be delivered in early years settings and schools	The area wide offer – what the LA expects its educational settings to provide from within their budgets.	4.32
R	Preparing for adulthood	Y = Information relating to preparing for adulthood.	Within the independent living section there is a variety of information to help the transition to adulthood, including housing, employment, support	To include preparing for and finding employment, somewhere to live and	4.52



R e f	Category	Classification Y, L, N (please delete as appropriate)	Comments	Key elements to consider	CoP Ref
			services, No specific section but lots of information provided in other categories such as the independent living section and finance section. Development plan for My adult life in progress	participating in the community.	
S	Local Offer in one place	Y = Local offer can be accessed all from one site e.g. any redirection takes you to the specific information/service you are looking for.	Well structured and most information can be accessed from the Local Offer. Some entries signpost to different sites by web links. Some information on LA site but links are direct.	A single route to the information.	4.1
'SHOULD'S'					
T	Usability and visual appeal	Y = Easy to find site, navigate through and a good search functionality available. Also the site is visually appealing.	Site easy to find. Eyecatching and visually appealing Keyword search makes it easy to find providers and information pages I did find it difficult to navigate back to the LO site	Site is easy to find, use and search.	4.7



R e f	Category	Classification Y, L, N (please delete as appropriate)	Comments	Key elements to consider	CoP Ref
			<p>after following links as they don't open in a new window.</p> <p>This is NCC policy</p> <p>Really appealing look and categories. Really useful glossary that can be accessed at the top.</p> <p>As there are lots of services/provision it is sometimes difficult to find things within the categories without typing into the search bar</p> <p>Our Local Offer is too big – provider audit taking place over August and summer 15 and may reduce quantity</p>		
U	Involving parents	Y = Clear way for parent carers to provide feedback. An explanation of how parents have been involved/can be involved.	<p>Feedback option is easy to find.</p> <p>Link from home page to 'get involved' page details how parents can feedback.</p> <p>Get involved page states users will be asked to contribute in various ways and contact details and an online form are given to get involved.</p> <p>Specifically it says parent carers and young people can get involved through feedback, consultation and</p>		4.8/4.9/ 4.10/ 4.11/4.1 2/4.13



R e f	Category	Classification Y, L, N (please delete as appropriate)	Comments	Key elements to consider	CoP Ref
			<p>LO workstream.</p> <p>Shares that involvement so far has been through consultation</p>		
V	Involving children and young people	Y = Clear way for children and young people to provide feedback. An explanation of how children and young people have been involved/can be involved.	<p>Feedback option is easy to find.</p> <p>Link from home page to 'get involved' page details how young people can feedback.</p> <p>Get involved page states users will be asked to contribute in various ways and contact details and an online form are given to get involved.</p> <p>Specifically it says parent carers and young people can get involved through feedback, consultation and LO workstream.</p> <p>Shares that involvement so far has been through consultation.</p>		4.8/4.9/ 4.10/ 4.11/4.1 2/4.13
W	Transfer Plan	Y = Published transfer plan.	<p>There is a specific section called 'Moving to the education, health and care system' that covers the conversion from a statement of SEN to EHC plan.</p> <p>Information on LA website which is linked through LO.</p>		As per previous guidance from the DfE (NB this is a



R e f	Category	Classification Y, L, N (please delete as appropriate)	Comments	Key elements to consider	CoP Ref
					should not a must)

