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## Introduction

In early 2021 and 2022 Worcestershire Children First and Families in Partnership (FiP), sent out a joint parent carer survey to obtain the views of parent carers about services in the area for their children and young people with Special Educational needs/disability (SEND). Within the survey we asked for feedback about Worcestershire's SEND Local Offer.

The results from questions about the Local Offer have been analysed and form the basis of this report along with comments we've received via the [localoffer@worcschildrenfirst.org.uk](mailto:localoffer@worcschildrenfirst.org.uk) email.

We are revising our SEND Local Offer website with parent carers and young people and intend to launch the new site in Spring 2023. All the comments and suggestions submitted will form a

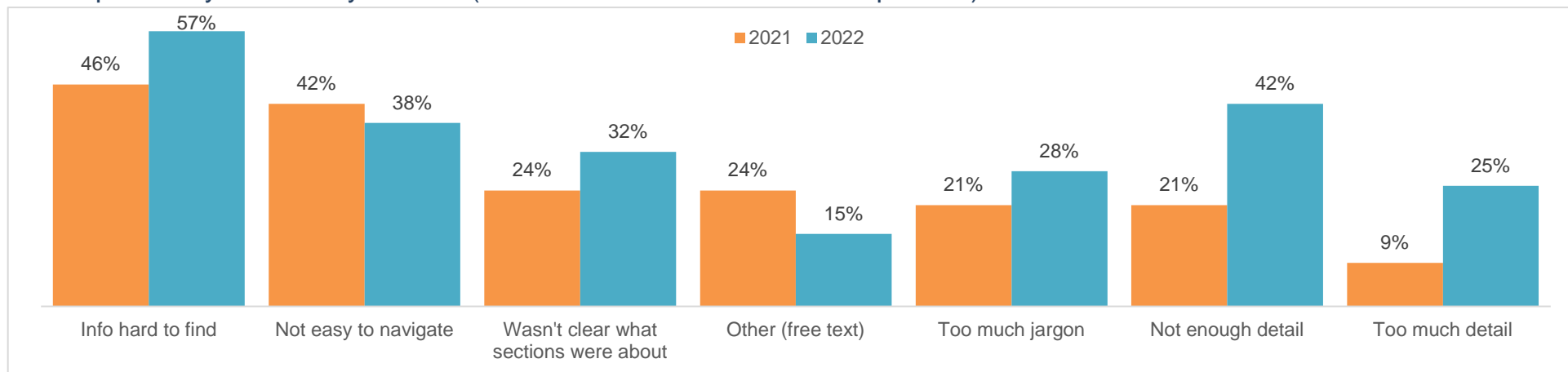
## The Local Offer

Do you know where to find information and advice for, and about, children and young people with special educational needs and/or disabilities (SEND)? - This is called the Worcestershire SEND Local Offer

Shown as a percentage of respondents who answered the question.

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### What specifically is not easy to use? (Shown as a % of those who responded)



The free text comments we received in 'Other' covered not being able to access the services/support on the Local Offer, the layout and design (of the Local Offer) and making it more accessible to parents with SEND. There were some comments which echoed the topic areas given i.e. not being easy to navigate and the level of information available. All the comments have been included in the 'Feedback around the way that the Local Offer looks and works' portion of 'You said, we did' section below.

Is there any information about SEND you were looking for and have not been able to find?





You said	We did
<p>You said that you find receiving information via video unhelpful, that you find them difficult</p>	<p>have been updated and work continues to look at useful and meaningful ways to present the information.</p>





You said

We did

and young people as part of the redesign of the Local Offer which will

You said	We did
	Some work has been completed on the Early Years section of the Local Offer, but this is an area which has been identified as a key area for development in the new site. We will be working with parent carers to co-produce the content to ensure we are producing clear information that families need and want to know.
You said you would like more information about services and support for young people post 16.	We will be looking at the Post 16 information as part of our work to co-produce the new Local Offer. This will involve young people to ensure that the information we are providing is what is required, clear and understandable.

You said you would like to see more detail and information about jobs, apprenticeships, traineeships and opportunities for SENOappr >>BDC q 54.36 305.52 359.28 75.839 re W n BT -0.002 Tc 0.0 ( w)2.6 0.004 T (i)22 ( need)]onc(

You said	We did
	Local Offer health pages were co-produced with parent carers and offer an introduction into SEND and health services, with opportunities to find out more from the NHS webpages.
You said you wanted information on the different therapy services.	You can find some information on the different therapy services on the SEND health pages: <a href="#">SEND health and wellbeing</a> and there is a link through to the NHS site, where it goes into more detail.
You said you wanted details about referral pathways to health services.	The Local Offer Health pages are an introduction into SEND and health services, with links to the relevant NHS webpages. The NHS pages provide information about referral pathways and are regularly updated.
You said you wanted more information about how to get a diagnosis.	Where possible we link to the relevant NHS pages which provide information about how the referral pathway works for a particular service. We have also included information on the Early years pages about what to do if you have concerns about your child, which talks about the different pathways and professionals: <a href="#">What to do if you have concerns about your child?</a> .
You said you wanted more information about the Child Development team and what services they offer.	We have details about the Child development teams on the Local Offer: <a href="#">Health Services for SEND families</a> with links through to the NHS site where more detail can be found.
You wanted information about Paediatric neurologists.	We have now added information about Paediatric Neurology to the Local Offer in response to parent carers asking for it. The information can be found here: <a href="#">Health services for children and young people with SEND</a>

You said	We did
	We will update the Local Offer with details once they are available.

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You said	We did
You wanted to know how you can apply for a place in a special school.	Details about Specialist school placements and how you apply for them can be found on the Local Offer here: <a href="#">Specialist school places</a> .
You said you wanted more information about support in school for children who don't have an EHCP.	We have worked with parent carers and partners on information about the Graduated Response, which is the support which should be available in educational establishments for children and young people with SEND. The information has been co-produced and includes an animation and an Understanding the Graduated Response guide as well as information about the Post 16 Graduated Response. This information can be found here: <a href="#">SEND support in education</a>
You said there needed to be more information about schools and what they should be providing.	Following comments from families about wanting to know more about what schools should be providing we updated the information on the Local Offer.  We have included information about what schools and other services should provide for children and young people with additional needs, this is called the Graduated Response and we now have an 'Understanding the Graduated Response' guide which has been co-produced with partners including parent carers: <a href="#">SEND support in education</a>
You asked for information about what advice is available on working with your child's school if things aren't going well, if they aren't delivering what they should be and how to complain.	We have a section called 'Who to contact for advice' which has details about SENDIASS, Worcestershire's SEND Information, Advice and Support Service. You can find it here: <a href="#">Who to contact for advice and guidance</a> . We also have information about how to make complaints here: <a href="#">Compliments and complaints</a> . We will be working with parent carers to develop this area during the Local Offer review. Together we will co-produce the content and to understand what information is needed, and make sure that it is clear and understandable.
You wanted to know more about what support schools can ask for, what training is available to them and how they can access it.	We have co-produced with partners, including parent carers, an 'Understanding the Graduated Response' guide to go alongside the Graduated Response document. Both documents contain information about what help, and expertise schools can ask for. <a href="#">Graduated Response</a>

You said	We did
<p>You said you wanted information about what SEN facilities and experience each school has.</p>	<p>The SEND Code of Practice is clear that each school must publish a SEN information report on their website about the implementation of the governing bodies, or the proprietor's, policy for pupils with SEN. Worcestershire has nearly 250 maintained and academy schools, we have a database where you can search by area and school type, (independent or privately owned schools are not included) and through that you will be able to access each school's website.</p>
<p>You asked for information about the EHC Assessment, how to request one, who can help you and timelines.</p>	<p>In the information about what an EHCP is, there is a flowchart showing the timeline for an assessment, which can be found here: <a href="#">What is an EHCP?</a> Details about who can request an assessment can be found here: <a href="#">What</a></p>

You said

We did  
content and co-



## Feedback about information on the Local Offer – social care and support

You said	We did
<p>You said you wanted information about what help is available from the Children with Disabilities Team in Social Care.</p>	<p>Details about the Children with Disabilities team's eligibility criteria, assessment and the support they offer, can be found on these pages on the Local Offer, along with details of other support for those who don't meet the eligibility criteria for Social Care: <a href="#">Care, Support and Money Matters</a></p>
<p>You said you wanted information about what support is available for siblings.</p>	<p>Following feedback, we have added this information to the Local Offer in the Care, Support and Money Matters section. Siblings of children with SEND can be known as Young carers and a link to the relevant information can be found on this page: <a href="#">Care, Support and Money Matters</a></p>

You said you would like information about support for parent carers.