



grated Care System **i**



## Introduction

In 2022 Worcestershire Children First began planning to revise the SEND Local Offer website and co-produce a new look site with our SEND families and other professionals. Early in 2023 we began a series of workshops involving parent carers, young people and professionals, to get their views on the sort of information they wanted to see on the new website, and how they wanted it to look. Redesigning the SEND Local Offer site coincided with the launch of a new digital platform which hosts all the Worcestershire County Council and Worcestershire Children First websites, this platform enabled us to look at the overall design of the site and to include more imagery.

During the summer months, work went on in the background developing the new look and content,

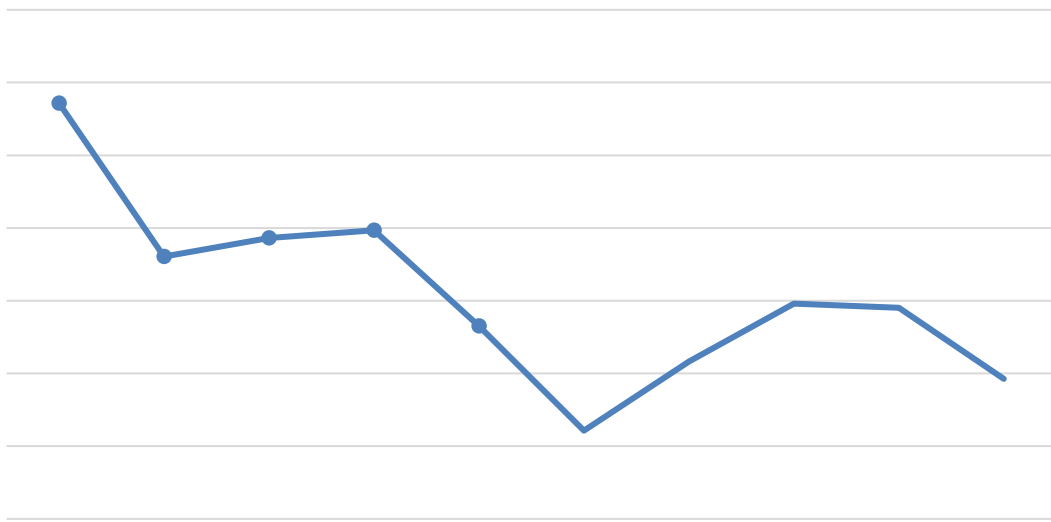
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# The SEND Local Offer

Our website usage is recorded using Google Analytics and the data which is tracked changed at the end of February 2023. To

## Total number of users per month March\* December 2023

\* new website platform was introduced in late February so March figures onwards are on the new platform.



Most visited page other than the SEND Local Offer home page in 2023.

Top five pages March

## You said, We did

<b>You said</b>	<b>We did</b>
Feedback around the way that the SEND	

**You said**

**We did**

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<b>You said</b>	<b>We did</b>
Feedback about information on the SEND Local Offer support services and general comments	



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You said	We did
	guidance which is available for educational settings in Worcestershire, to support their inclusion practice.
You asked for information about how to get schools to engage with parents, the best way to talk to schools.	We have co-produced a <a href="#">Parent carer engagement toolkit</a> for schools, which can be found on the SEND Local Offer.
You asked for information about how to complain about schools to be easy to find.	appears in each of the age ranges. A page within this section is <a href="#">happy with an educational establishment</a> , which outlines how to complain about childcare providers, schools and nurseries.
<b>Feedback about information on the SEND Local Offer health services</b>	
You said you wanted information about the Learning Disability register, what it is and how you can get on it.	We have included information about GP Learning Disability registers and Annual Health Checks on <a href="#">SEND Health and wellbeing</a> and <a href="#">Health services for children and young people with SEND</a> pages.
You said you would like a parent resource page of downloadable NHS leaflets.	We are planning a Resource Zone which will contain links to useful videos and leaflets, including NHS ones. It is anticipated this will be available Spring 2024.
You said you would like clear information about Speech and Language Therapy Services (SALT) and how to access them.	We have included links to both <a href="#">The Balanced System® speech, language and communication pathway</a> and the SALT website <a href="#">Language Therapy Service   Herefordshire and Worcestershire Health and Care NHS Trust</a> on any pages which talk about health services.
You said you would like to know how to find out about how a referral to any of the Health Services is progressing, contact details and how long the waiting list is.	The SEND 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 contact details. You should contact the relevant service to find out about current waiting lists.
You said you would like Health Visitor contact details with the area they cover for visits.	We have links to the Starting Well website, which has details of the health Visiting service on the relevant pages on the SEND Local Offer. It would not be practical to list all the Health Visitors on the SEND Local Offer and keep the information up to date.
You said you wanted information about mental health support for autistic children and young people.	We have details about the <a href="#">Autism Support Pilot for 14-25 year olds</a> on the SEND Local Offer. We are also planning to have a Neurodiversity Zone (Spring 2024), which will have links to information about mental health.

You said	We did
<p data-bbox="136 199 1099 279">Feedback about information on the SEND Local Offer social care and support</p> <p data-bbox="136 279 1099 355">You said you would like information about Short Breaks, what is available and who is eligible.</p>	<p data-bbox="1099 279 2128 319">We currently have information on <a href="#">Short break groups and activities</a></p>

You said	We did
You said you wanted to see positive, engaging photographs where possible.	We have included colourful photographs on every page.
You said you wanted any video links to include a picture of the video, rather than just have a link.	We have included <a href="#">video</a> videos in the page, rather than having just a link.
You said it would be useful to have any links to the resources on the Relationships page, listed on the right-hand side as well, so they are easy to find.	We have included any links on the <a href="#">Relationships</a> page on the right-hand side as requested.
You said you would like to see easy read information on as many pages as possible.	This is something we will look at in the future, once the all the developments and sections have been completed. We will work with partners including parent carers and young people to consider which pages would be best to have easy read information.