

# Local Offer Feedback

This is a summary of the feedback we have received about the Special Educational Needs and Disability / Local Offer web pages through our web feedback, local offer email and from the pinpoint parent carer network meetings in March 2015. There is a short summary of the feedback with a description of the actions we have taken as a result of the feedback.

If you would like any further information please contact Gavin Walklate ([gavin.walklate@cambridgeshire.gov.uk](mailto:gavin.walklate@cambridgeshire.gov.uk)) or 01480 373579.

To provide feedback on the local offer, please email [local.offer@cambridgeshire.gov.uk](mailto:local.offer@cambridgeshire.gov.uk)

# Local Offer Feedback

## August 2016 – December 2016

| You said  | We did  |
|---|---|
| <p>You were moving into Cambridgeshire and wanted to find out about services and support for your child who has learning difficulties.</p>                      | <p>We provided you with details of services that could be of help and suggested that you contact Cambridgeshire’s Special Educational Needs and Disabilities Information, Advice and Support Service (SEND IASS) for help and support. We also provided you with details of the Head of Learning Disability Partnership so that you could contact them to discuss your child’s support needs prior to moving to the area.</p>   |
| <p>Fen Tigers asked for details of their goalball club to be included in local offer as they have funding and wanted to attract new players.</p>                | <p>We gave Fen Tigers details of <a href="http://www.cambridgeshire.net">www.cambridgeshire.net</a>, the local community information website, and suggested that they registered their club on the website. To help spread the word about the club to families, we suggested that Fen Tigers contact SCIP, (Special Needs Community Information Point) which provides an information service for families of children with special educational needs and disabilities and pinpoint, the local parent carer network who provide information and support for families.</p> <p>We also sent details of the club to our Disabled Children’s Social Care and Sensory Services teams for children and adults.</p> |
| <p>Your child was changing schools and was having difficulties and that you wanted to talk to someone about your child’s needs and the options open to you.</p> | <p>Cambridgeshire’s Special Educational Needs and Disabilities Information, Advice and Support Service (SEND IASS) got in touch to offer individual advice and support.</p>   |

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| <p>SOS!SEN asked for details of their services to be included in local offer directory</p>   | <p>We contacted SOS!SEN to request more details for inclusion in our directory.</p>  |
| <p>You wanted to request an EHC assessment for your child.</p>   | <p>We sent your request to the Statutory Assessment and Resources Team (START) who manage requests for Education, Health and Care (EHC) assessments. We also provided you with the contact details for START so that you can contact them direct.</p>  |
| <p>You wanted advice on the support your child should have at school as they have special educational needs.</p>                                     | <p>We provided detailed information about SEN Support and the way that schools should support children with special educational needs and disabilities, and their duties under the Equality Act.</p> <p>We suggested that you contact the Special Educational Needs and Disabilities Information, Advice and Support Service (SEND IASS) who can support you with your conversations with the school and ensure you are aware of your and your child's rights.</p> |
| <p>You wanted some information regarding provision for students with an ASD diagnosis in Cambridgeshire as you are planning to move to the area.</p> | <p>We provided you with detailed information on how support for children moving into the area with Special Educational Needs and Disabilities (SEND) is planned and delivered and sent you a copy of the pathway that explains should take place. We provided advice on the steps you need to take on moving to Cambridgeshire and contact details for further information.</p>  |

# Local Offer Feedback

April 2016 – July 2016

| You said  | We did   |
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| <p>You were looking for information on services and sporting activities for teenagers with a disability such as congenital cardiac defect, who need regular exercise to maintain cardiac function. You wanted to know whether we provide swimming or other sporting activities that "make reasonable adjustment" under the terms of the Equality Act 2010 and the Disability Discrimination Act 1995.</p> | <p>As we do not provide swimming or other supporting activities directly, we provided details of organisations that support children and young people to access sporting activities.</p> <p>We gave the contact details for Living Sport who support children and young people with disabilities to access sporting activities and provide advice and information on local activities.</p> <p>We also suggested that district council Disability Sports officers may be able to help with advice on clubs and activities.</p> <p>We gave you details about registering with SCIP, our Special Needs Community Information Point, which would provide information on groups and activities locally.</p> |
| <p>That the information on <a href="http://www.cambridgeshire.gov.uk/ehcplans">www.cambridgeshire.gov.uk/ehcplans</a> was incorrect, particularly that the forms to request EHC assessment were missing.</p>  | <p>We checked with our Statutory Assessment and Resources team who confirmed that all relevant forms were available on the local offer webpages.</p> <p>The information on Education, Health and Care Assessments and Plans is being reviewed. As part of this we will consider whether the forms requesting an assessment could be labelled more clearly.</p>   |

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| <p>You wanted clarification on when a child would be eligible for assessment from an Educational Psychologist and the timescales involved.</p>   | <p>We asked our SEND Specialist Services team to contact the requestor to find out more about what they needed and explain when an educational psychologist would be involved with a child/young person.</p> <p>We have included more information on our local offer about the role of educational psychologist and when they become involved with a child or young person.</p> <p><a href="http://www.cambridgeshire.gov.uk/info/20136/special_educational_needs_and_disabilities_local_offer/531/about_special_educational_needs_and_disabilities/4">http://www.cambridgeshire.gov.uk/info/20136/special_educational_needs_and_disabilities_local_offer/531/about_special_educational_needs_and_disabilities/4</a></p> <p>.</p> |
| <p>You wanted clearer information on mediation and disagreement resolution services, in particular more detail on timescales, how to contact the mediation service and the differences between mediation and disagreement resolution. You mentioned that a flowchart would be helpful.</p> | <p>We have reviewed our information and will be rewriting this section of our website to make it clearer. As part of the ongoing development of our local offer we are in the process of changing the look and feel of the information and changing the navigation structure. We will be moving our information on mediation and disagreement resolution to a new area on the website which will also include information on other ways to resolve problems.</p>  |
| <p>You said that you couldn't easily find contact information on our website.</p>  | <p>We do provide contact information on relevant pages and within our local offer directory. We have reviewed our pages and added contact information where appropriate. We have also added a series of buttons on most pages providing quick links to where to get further help or information.</p>  |

# Local Offer Feedback

January 2016 – March 2016

| You said   | We did  |
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| <p>The information on how to make direct contact with an Education Welfare Officer on our website was confusing and needed to be made clearer. You also wanted a better explanation of the role of locality teams.</p> <p>You expressed concerns about government guidance on attendance and parental responsibility which does not appear to accommodate or take account of or provide guidance of any reasonable adjustments for children and their families that are struggling with aspects of SEND, which may or may not be identified.</p> | <p>We reviewed the page and included more information about how to contact an Education Welfare Officer (EWO). We also included more information on this page about the role of locality teams and contact details of the Families and Childcare helpline for further queries.</p> <p>Link to page:<br/><a href="http://www.cambridgeshire.gov.uk/info/20059/schools_and_learning/325/education_your_rights_and_responsibilities/2">http://www.cambridgeshire.gov.uk/info/20059/schools_and_learning/325/education_your_rights_and_responsibilities/2</a></p> <p>This comment was passed to our Attendance and Behaviour Manager who replied to discuss these concerns.</p> |

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| <p>Our website appeared to be biased to those people that have vision and capability to read and suggested that the inclusion of a built in read aloud tool would be useful for those who have reading capability challenges.</p>  | <p>There is an Accessibility Working Group which is looking at improving the accessibility of our information including the online content and looking at options to make the information more accessible to all users. We have asked the group to consider the provision of read aloud tools as part of their work.</p> <p><b>Update September 2016</b></p> <p>We are beginning a trial of Browesaloud as part of the work of the Accessibility Working Group.</p>  |
| <p>You were looking for information about phased transfer between key stages and schools, particularly in the general information and guidance and any processes that need to be considered when there is a known child with SEND, either on SEN support or EHCP or school action/+ or statement and if transfer review is being completed as part of the process.</p> | <p>A flowchart outlining the secondary transfer process for children with an Education, Health and Care Plan from the 'Moving up to secondary school' events organised by SEND Information, Advice and Support Service during September 2015 has been added to our website.</p> <p><a href="http://www.cambridgeshire.gov.uk/info/20136/special_educational_needs_and_disabilities_local_offer/532/age_5_-_16/6">http://www.cambridgeshire.gov.uk/info/20136/special_educational_needs_and_disabilities_local_offer/532/age_5_-_16/6</a></p> <p>We currently have detailed information on transition for children starting school.</p> <p>However, we are aware that we need to improve our information on transitions between school and key stages. We will be working on this during the summer term.</p> |

# Local Offer Feedback

September 2015 – December 2015

| You said   | We did   |
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| <p>There was no information on AAC services (Alternative and augmentative Communication) in Cambridgeshire</p>   | <p>We have added some information on AAC to the following page.<br/><a href="http://www.cambridgeshire.gov.uk/info/20136/special_educational_needs_and_disabilities_local_offer/532/age_5_-_16/4">http://www.cambridgeshire.gov.uk/info/20136/special_educational_needs_and_disabilities_local_offer/532/age 5 - 16/4</a></p> <p>We will also include information on AAC in our Sensory local offer.</p>   |
| <p>There was a request for information in the local offer relevant to the provision in Cambridgeshire for a blind child.</p>   | <p>We provided a link to where this information is included on the local offer. The Sensory Support Service sent details of the draft document on thresholds for involvement and caseload weighting criteria for the requestor to view and comment on.</p> <p>The document is now available on our website:<br/><a href="http://www.cambridgeshire.gov.uk/info/20136/special_educational_needs_and_disabilities_local_offer/532/age_5_-_16/5">http://www.cambridgeshire.gov.uk/info/20136/special_educational_needs_and_disabilities_local_offer/532/age 5 - 16/5</a></p> <p>.</p> |
| <p>There was a request for more information on the type of support available to decide whether or not to apply for a personal budget as part of the Education, Health and Care plan.</p> | <p>We provided information on the personal budgets policy and details about the support provided by Cambridgeshire's SEND Information, Advice and Support Service and the SEN Casework Officer.</p>  |



# Local Offer Feedback

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| <p>It would be helpful to include information on special schools in Cambridgeshire on the following web page:<br/><a href="http://www.cambridgeshire.gov.uk/site/scripts/documents_info.aspx?documentID=532">http://www.cambridgeshire.gov.uk/site/scripts/documents_info.aspx?documentID=532</a></p> | <p>We have reviewed this page and added link to information on local schools and colleges, including special schools and specialist provision.</p>   |
| <p>There was a request for a copy of our local offer for children with ADHD.</p>  | <p>We are currently working with parents carers, young people representatives and partners in early years, schools and further education settings, local authority and health professionals to review and develop the offer around Social, Emotional and Mental Health which will include information on support for children with ADHD. We plan to publish this online in February 2016.</p> <p><b>Update March 2016</b></p> <p>Work is underway on the Social, Emotional and Mental Health offer which will be published in June 2016.</p> <p><b>Update September 2016</b></p> <p>The Social, Emotional and Mental Health offer is now available at <a href="http://www.cambridgeshire.gov.uk/integratedoffers">www.cambridgeshire.gov.uk/integratedoffers</a></p> |

# Local Offer Feedback

June 2015 – August 2015

| You said  | We did   |
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| The information on post-16 transport for young people with SEND was inaccurate.   | We reviewed the information immediately and added the updated transport information for 2015-2016.   |
| The information on personal budgets could be improved with more detail on the process of getting a budget, the responsibilities of parents carers and the SEN Caseworker. | We are in the process of reviewing our information on personal budgets for children and young people with an Education, Health and Care (EHC) plan to include more detailed information on the process and roles and responsibilities of those involved. |

# Local Offer Feedback

January 2015 – May 2015

| You said   | We did   |
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| There were broken links on some of our pages.  | We have fixed the broken links and have put in place a system to check links on a regular basis.   |
| There was a comment about the style and layout of another authority's local offer which included relevant documents in a table with a brief description of each document. We were asked whether we could also provide information in this way. | We have talked with our website team about providing information in a similar format on our website. They have advised that providing information in this format does not meet accessibility standards. As an alternative we have added links to all relevant documents at the bottom of some pages for example, please see – <a href="http://www.cambridgeshire.gov.uk/ehcplan">www.cambridgeshire.gov.uk/ehcplan</a> |

# Local Offer Feedback

Following the pinpoint parent network meetings in March, we have made the following changes based on feedback received:

We have:

- Ensured that when searching for short breaks on the local offer directory, the list of providers that we contract with is returned.
- Made sure that the eligibility criteria for services is clear and as comprehensive as possible including that for short breaks and disability services.
- Changed the wording on the link to SEND Information, Advice and Support Service to include Parent Partnership Service as providing the service.
- We have worked on how the local offer directory works to try to make the searches more intuitive.
- Added some links to information in easy read and video content. For example, please see the information on Personal Budgets on [www.cambridgeshire.gov.uk/ehcplan](http://www.cambridgeshire.gov.uk/ehcplan)

We are still working to improve our information on housing as part of the Preparing for Adulthood information and to provide information in different formats.

# Local Offer Feedback

September 2014 – December 2014

| Feedback  | Action   |
|---|--|
| <p>There were two comments about the information on how special educational needs are identified and school support. These covered the need to include information on co-production and parents being involved as equal partners and the duty of health staff to inform parents and educational settings if they suspect a child has SEN.</p> | <p>We are reviewing our information on how special educational needs are identified and support in schools and updated information will be published shortly.</p> <p><b>Update June 2015</b></p> <p>We have included more detailed information on how special educational needs are identified and school support on the following page:<br/><a href="http://www.cambridgeshire.gov.uk/info/20136/special_educational_needs_and_disabilities_local_offer/532/age_5_-_16/2">http://www.cambridgeshire.gov.uk/info/20136/special_educational_needs_and_disabilities_local_offer/532/age 5 - 16/2</a></p> <p>Our SEND Guidance document for settings, schools and colleges, also includes detailed information on identification of special educational needs and SEN Support.</p> <p>Please see Unit 4 of the guidance – Identification of SEN which can be found on the following page:<br/><a href="http://www.cambridgeshire.gov.uk/info/20136/special_educational_needs_and_disabilities_local_offer/531/about_special_educational_needs_and_disabilities/2">http://www.cambridgeshire.gov.uk/info/20136/special_educational_needs_and_disabilities_local_offer/531/about special educational needs and disabilities/2</a></p> |

# Local Offer Feedback

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| <p>There was a request for more information about support for children and young people with dyslexia.</p> | <p>A copy of Dyslexia: Guidance for Cambridgeshire is available on our website: <a href="http://www.cambridgeshire.gov.uk/download/downloads/id/1322/dyslexia_guidance">http://www.cambridgeshire.gov.uk/download/downloads/id/1322/dyslexia_guidance</a></p> <p><b>Update July 2015</b></p> <p>The Dyslexia Guidance is currently being updated in consultation with schools, colleges and parents/carers. It will be published on the local offer 1<sup>st</sup> April 2016. Please note: the Dyslexia Guidance has been updated and will be published June 2016.</p> <p><b>Update July 2016</b></p> <p>The updated Dyslexia Guidance has been published. It is available from the link above.</p> |
| <p>There was a request for an example of a one-page profile.</p>   | <p>A copy of our version of a one-page profile has been added to the following page: <a href="http://www.cambridgeshire.gov.uk/info/20136/special_educational_needs_and_disabilities/528/education_health_and_care_plan/2">http://www.cambridgeshire.gov.uk/info/20136/special_educational_needs_and_disabilities/528/education_health_and_care_plan/2</a></p>   |
| <p>There have been three queries about where to find the local offer.</p>                                  | <p>We have tried to make the information clearer and are monitoring our website analytics to understand how people are searching for and finding the information.</p>  |

# Local Offer Feedback

There has been a request for further information about the process around transferring Statements to EHC Plans and personal budgets.

Information on the process for transferring Statements to EHC Plans and personal budgets is available on the website which includes the contact details for the Statutory Assessment and Resources Team (START) for further information.

<http://www.cambridgeshire.gov.uk/ehcplan>