

Local Offer (Version 4 - April 2014)

Appendix 5 – Hampshire’s Draft Guide to completing
Local Offer for Social Care

DRAFT: 'How to complete your Local Offer'
A Guide for Social Care Services / Providers

Contents:

Part One: Guidance

- a) What is the Local Offer?
- b) Why is it important for my organisation?
- c) How do I co-produce information with parents/carers, and children/young people?
- d) How do I answer the questions for my service?
- e) Top tips for presentation style and formatting
- f) Where can I get more help!

Part Two: Local Offer forms for completion

- a) Providing details about your organisation for the Local Offer
- b) Social Care guidance for completing the Local Offer questions

Part Three: Publishing your Local Offer

- a) Login information and weblink
- b) Guide to using the web editor

Part One: Guidance

1a) What is the Local Offer?

From September 2014 every Local Authority will be required to publish information about services they expect to be available in their area for children and young people from birth to 25 who have special educational needs and/or disabilities (SEND); and also services outside of the area which they expect children and young people from their area will use. This will be known as the 'Local Offer'.

The Local Offer will put all the information about education, health and care services, leisure activities and support groups in one place.

It has two main purposes:

- to provide clear, comprehensive and accessible information about the support and opportunities that are available; and
- to make provision more responsive to local needs and aspirations.

The Government says that the Local Offer must be developed and reviewed in partnership with children and young people, parent carers, and local services, including early years settings, schools, colleges, health and social care agencies.

Hampshire has worked in partnership with six other local authorities to deliver a framework and guidance for supporting services in meeting the requirements of the Local Offer.

1b) Why is it important for my organisation?

By providing the information that forms the Local Offer settings and services will:

- help communicate to parent carers, and others who work with the organisation, how children and young people with SEND are supported
- provide a clear 'profile' of the individual organisation
- help to prevent misunderstandings which can sometimes make working together difficult
- be co-producing the information with parent carers and children and young people which will help develop strong partnerships and increase understanding
- be an opportunity to review processes and ways of working together

1c) How do I co-produce information with parents/carers?

Co-production is where parent carers, young people and statutory agencies agree outcomes, work collaboratively to creatively shape services, and then work together in partnership to deliver services. Parent carers and young people must be involved as equal partners from the concept of the idea, planning, designing and delivering.

The Children and Families Bill and the new Special Educational Needs Code of Practice gives a clear message that the Local Offer must be co-produced with parent/carers and young people. A first step might be to invite parent/carers to a coffee morning or meeting to discuss the local offer and seek volunteers. You may just invite one or two parent/carers and young people to be involved in the initial planning, then consult more widely once the document is written. It's a good idea to choose a mix of parents, including those who are happy with the service and those who might have had issues in the past.

Co-production can take a little longer than working in isolation, but it also improves working relationships between parent/carers and professionals and leads to development of more efficient services which better meet the needs of children and families.

You can read more about co-production with parent carers in the South East Seven at <https://www.kentpeps.co.uk/SharedFiles/Download.aspx?pageid=76&mid=153&fileid=255>

1d) How do I answer the questions for my service?

Information is provided in lots of different ways already; the Local Offer aims to make it simpler for parents to find, understand and use a vast range of information so it is important that services of a similar type answer the same questions following the order they are presented and keeping to the same format.

The questions were designed with parents/carers so you can be sure that your Local Offer will answer the main questions that parents/carers will have about your service.

You could think of the Local Offer as providing a window in to your service – if people are interested and the service is relevant to them they can come directly to you to find out more. If you are passionate about your service, it might be tempting to write a lot when answering the questions – we would advise a maximum of 250 words for any one answer so that it is accessible for a wide audience. You will be providing a contact name and details at the end of the offer in order that further information can be accessed if required.

It is important not to presume any prior knowledge about your service or similar services – many parents will be searching the Local Offer for the first time having had a very recent diagnosis for their child or starting to explore a concern they may have. Please use simple language and avoid jargon – you could imagine you are explaining your work and service to an acquaintance that has no prior knowledge about what you do. Also avoid abbreviations as many readers will not understand these and they can mean different things to different people.

You should be realistic about the service you offer, and be honest about what families can expect from you in your answers. For example if a new service is being developed then explain that is the situation and provide a timeline when you hope that it will be operational. The same applies for if a service is winding down.

You must be clear what the criteria is, in order to access your services to avoid receiving requests that you are unable to respond to.

It is important that before starting to complete the template that you read through **all** the questions. Some of your initial responses may fit better for questions that come later.

The questions have prompts in italics underneath them to help you consider the kinds of things the question covers. You don't need to answer every single one of these – just use the prompts to think about what is important to say about your service. There may also be other things you would like to include that have not been covered in the prompts provided with the questions. Following the prompts provided below will help to minimise duplication and ensure that all relevant information is included

1e) Top Tips for presentation

Thinking about the wide audience who may want to access your Local Offer:

- Use short, 'bite-size' sentences or paragraphs to communicate the information
- Include **direct** links to other information sources where further detail/ investigation would be recommended, e.g. service referral form
- Avoid where possible the use of jargon, abbreviations or 'professional speak'; use plain English
- To ensure the Offer is clear ask an independent person to proof read the final version of the Offer (preferably a parent or carer) before uploading to the website

1f) Where can I get more help?

Parent Voice are the delivery partners for The Local Offer and will provide support to families accessing the information. If you have used this guidance and still have questions or you are having difficulty uploading your Local Offer you can contact Parent Voice on 0300 303 8603.

Parent Voice may also be able to provide face to face support to help you prepare and complete your Local Offer however this will be charged at a fixed rate. Contact Parent Voice for more details.

Part Two: Local Offer forms for completion

The following form and guidance has been formatted to 'mirror' the on-line form you will need to complete to up-load your information to the Local Offer website. **Part 3** of this guidance provides additional information about this process.

a) Providing details about your organisation for the Local Offer

Please provide the following contact details for your Service?

Full Name of Service provider :

- The name that your Service is known by e.g. Disabled Children's Team

Physical address	<ul style="list-style-type: none">• Enter the 1st and 2nd line of your address (If you deliver services out in the community this is the physical address that you co-ordinate this service from)
Town	<ul style="list-style-type: none">• Enter the town for this address
District	<ul style="list-style-type: none">• Select the District for this address from the drop down menu.
Postcode	<ul style="list-style-type: none">• Enter the Postcode for this address

Contact Person	<ul style="list-style-type: none">• Enter the contact Person for the telephone number listed below (if no contact then enter reception or persons designation)
Telephone Number	<ul style="list-style-type: none">• Enter the main Contact telephone number for this service
Email address	<ul style="list-style-type: none">• Enter the email address for contact purposes

Website address	<ul style="list-style-type: none">• Enter your website address
Facebook address	<ul style="list-style-type: none">• Enter your facebook address (if applicable)
Twitter address	<ul style="list-style-type: none">• Enter your twitter address (if applicable)

Short Headline	<ul style="list-style-type: none">• Enter a short Headline. This is required for the 'What's New' and 'most popular' features on the website which lists newly added items in a bulleted list. E.g. Disabled Children's team Local Offer (there is a limit of 50 characters)
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Overview of your Education Setting (30 words)

- Enter a 30 word overview of your service. This is the first thing that users of the Local Offer will see when searching for your information.

Searchable information: In order to make searching for your Service more accessible to users, Please tick any that apply from the lists below

Do any of the following apply to your service?			
We operate an Eligibility Criteria or professional referral process	<input type="checkbox"/>	You need an Education Health and Care Plan to access this service	<input type="checkbox"/>
You can use a personal budget or private funds for this service	<input type="checkbox"/>	You can Self refer to this service	<input type="checkbox"/>

Is your service available across any of the following Hampshire districts? If your service does not cover entire districts then please select the area covered from the list of towns below. If you have selected the District then you do not need to select the towns relating to that District, however you can select additional towns if you cover a few areas outside of that District. E.g. If your service covers Basingstoke and surrounding areas you would select Basingstoke & Deane from the District List and then Andover and Fleet from the list of towns below.

All of Hampshire	<input type="checkbox"/>	Basingstoke & Deane	<input type="checkbox"/>
East Hampshire	<input type="checkbox"/>	Eastleigh	<input type="checkbox"/>
Winchester City	<input type="checkbox"/>	Fareham Borough	<input type="checkbox"/>
Gosport Borough	<input type="checkbox"/>	Hart District	<input type="checkbox"/>
Havant Borough	<input type="checkbox"/>	New Forest	<input type="checkbox"/>
Rushmore District	<input type="checkbox"/>	Test Valley	<input type="checkbox"/>

In addition to the above Districts, is your service available in any of the following towns?

Aldershot	<input type="checkbox"/>	Fleet	<input type="checkbox"/>	New Forest	<input type="checkbox"/>
Alton	<input type="checkbox"/>	Fordingbridge	<input type="checkbox"/>	New Milton	<input type="checkbox"/>
Andover	<input type="checkbox"/>	Gosport	<input type="checkbox"/>	Petersfield	<input type="checkbox"/>
Alresford	<input type="checkbox"/>	Havant	<input type="checkbox"/>	Ringwood	<input type="checkbox"/>
Basingstoke	<input type="checkbox"/>	Hayling Island	<input type="checkbox"/>	Romsey	<input type="checkbox"/>
Bishop's Waltham	<input type="checkbox"/>	Hook	<input type="checkbox"/>	Southsea	<input type="checkbox"/>
Bordon	<input type="checkbox"/>	Hound	<input type="checkbox"/>	Stockbridge	<input type="checkbox"/>
Brockenhurst	<input type="checkbox"/>	Lee-On-Solent	<input type="checkbox"/>	Tadley	<input type="checkbox"/>
Eastleigh	<input type="checkbox"/>	Liphook	<input type="checkbox"/>	Waterlooville	<input type="checkbox"/>
Emsworth	<input type="checkbox"/>	Liss	<input type="checkbox"/>	Whitchurch	<input type="checkbox"/>
Fareham	<input type="checkbox"/>	Lymington	<input type="checkbox"/>	Winchester	<input type="checkbox"/>
Farnborough	<input type="checkbox"/>	Lyndhurst	<input type="checkbox"/>	Yateley	<input type="checkbox"/>
All of Hampshire	<input type="checkbox"/>	Additional listings for towns on the borders of Hampshire			

Which of the following applies to your Setting (tick all that apply if your service is delivered from a fixed location or select the 'delivered in the community' option if your service is community based)?

Wheelchair Access		Accessible Changing Area	
Accessible Toilets		Low Stimulus Environment	
Secure Environment		Soft Play Facility	
sensory adaptations (such as colour scheme)		Sensory room or area	
Physical adaptations (such as hand rails)		Accessible Parking	
Our service is delivered out in the Community			

What communication Methods are you experienced with?

Signs and symbols (e.g. Makaton)		Augmentative and Alternative Communication - AAC (e.g. PECS, speech aids)	
British Sign Language		Braille	
Other please specify:			

Does your service provide for disabled children, young people or adults with:

Complex Health needs		Autistic Spectrum Conditions	
Moderate Learning Difficulties		Hearing Impairment	
Severe Learning Difficulties		Visual Impairment	
Profound and multiple learning Difficulties		Social, Mental and Emotional Health	
Specific learning Difficulties		Challenging Behaviour	
Physical Disabilities		Speech, Language and Communication needs	
Personal Care Needs		Any condition or Impairment	

Which of the following age ranges does your service cater for?

0-2		3-4		5-7		8-11	
12-15		16-19		20-25			

The website will have a keyword search. Please provide a list of keywords that users might use to find your service eg respite, activities, Outreach etc (maximum of 10)

The Following are The Local Offer questions for your Service.

Many Social services have eligibility criteria – it is important to make it clear when, how, and by who these are applied, as it may be that this happens at an earlier stage before you have met the family. This might be relevant for questions 3,4,5 and 9.

Please complete the following questions following the guidance notes included under each question

What does your service do? (250 Words)

What is the key purpose of your service and how does it contribute to better outcomes for children and young people with special educational needs and disabilities and their families? What are the typical activities that you do? Do you have any limitations on the amount of time your service will support a child or young person? Do you provide any on-going support?

This question gives the main description of what you do to support children and young people (up to 25 years old) and their families. You may wish to read through all the questions first as some of your initial thoughts may be covered in later questions. It may be useful to say if people using the service always need to be accompanied by a parent /carer and be as specific about levels of support provided as you can.

Where is it located and what areas does it cover? (250 words)

Where are your main locations and do you work across the whole local authority area? Are there any differences in your offer in different parts of the local authority area?

Hampshire's Local authority area excludes Southampton and Portsmouth cities, which will have their own Local Offers. You can check Hampshire County Council's area here www.hants.gov.uk/redirect-district?lgs1-116

Who does your service provide for? (250 words)

What types of need and age ranges do you cover? What are the eligibility criteria to use your service? Are there any types of disabilities that you do not provide for?

Remember parents/carers and children/young people with disabilities are your main audience and some families will have experienced exclusion and rejection due to their specific needs. Be as specific as you can about who you intend to provide services for, in terms of disability and the level of support needed. Can the support provided be adapted to each individual child/ young person? If there is a type of disability or need that you don't provide for, try and find a respectful way of saying this e.g. 'sorry we are not able to support children who are wheelchair users at present'.

How can I start using the service? (250 words)

I can make direct contact myself or would there need to be a referral from someone else and if so, who? Do you charge for the service and if so, what are the costs? Can I use my personal budget to pay for the service or to add to the service? Are there any waiting lists and if so, how long are they?

Referral information needs to be very clear and is a key piece of information that can save parents/carers a good deal of time and effort.

Waiting lists can vary over time; if this is applicable you could put a range e.g. 2-6 months.

If you need to find out more about personal budgets (funding for support, provided by social care, or health) to help you answer that part of the question for your service, please go to [add link to Local Offer entry about personal budgets when available](#).

How are decisions made about who can use your service ? (250 words)

How are these decisions made and who makes them? How will I know the reasons behind their decisions? How will you help me understand them?

It is important that you are clear on how decisions about allocating services are made and explain this in straightforward terms in your answer. If you accept referrals from Children's Services, Adult Services or others, you could speak to these referrers if you need to check how this happens.

How do you communicate with service users and how are they involved in decision making? (250 words)

What are your usual methods of seeking the views of service users? Do you use any specialist communication system eg signing? How does the service communicate with parent carers whose first language is not English? How will I know how well my child or young person is doing? Do you offer any parent training or learning events?

You will need to answer this in relation to parents/carers and children/young people and some of the answers might be different.

If you use a particular communication method it would be good to explain what it is. For example 'we use Makaton, an adapted version of sign language that is widely used by people with learning disabilities alongside speech'.

You could explain here how you communicate with families whose first language is not English.

Is your service fully accessible? (250 words)

Is the building fully wheelchair accessible? Have there been improvements in the auditory and visual environment? Are there disabled changing and toilet facilities? Do you have a changing places facility? What support is there for a child with additional needs in general areas eg waiting rooms? How will my child or young person be able to access all of the activities of the service and how will you assist him or her to do so?

Please be honest – your facilities may not be as you would wish them to be for all sorts of reasons but potential users would rather know how things really are. Remember access isn't just about physical access and building entrances. How do signs within your building help users who can't read, or see well? How do the care plans you create involve users with learning disabilities? Can you adapt your approaches for someone with autism who cannot manage a change in routine or staffing? It would be good to put a 'welcome' statement here 'please feel free to contact us in advance to discuss your specific needs and we will work with you to resolve any access issues as far as possible' (if this is a correct description of your service).

What training are the staff supporting children and young people with SEN and Disabilities had or are having? (250 words)

This should include recent and future planned training and disability awareness. Are there any specialist staff? Do any other services work closely with yours?

You do not need to provide numbers of people trained or a formal training plan, just an overview of training that is mandatory for all people working in your service; and any additional training that people do to meet individual needs.

Who can I contact for further information? (250 words)

Who would be my first point of contact if I want to discuss something about my child/young person? Who else has a role in my child's/young person support? Who can I talk to if I am worried? Who should I contact if I am considering whether child/young person would benefit from the service?

If you run a keyworker system, you can explain what that means in your service, and also how and when it might be appropriate to contact the manager of the service. If your service's eligibility criteria depends on someone else's decision e.g. a social worker/care manager (or their managers), it would be good to mention this again here.

How will I know my child will be safe using this service

This is a key question for any individual or parent/carer considering using any service. It is well-researched that children and adults with disabilities can be more vulnerable to abuse so parents/carers are usually particularly keen to ensure services will manage things well.

You can discuss how you gather information and prepare for supporting people e.g. assessments, Passports; and how these will be used day-to-day by staff.

You may wish to refer back to training (Question 8), and explain who is the responsible manager is for making sure the service is offered safely. You could mention staff recruitment, pre-employment checks and how staff are supervised/ managed.

Depending on your service, you may need to talk about how you make sure the environment is safe; security and access in and out of buildings; or how you ensure people are safe when supported in the community.

Any regulation that is relevant to you can also be mentioned (e.g. OFSTED, Care Quality Commission) and explain in relation to your service e.g. 'we are inspected by OFSTED (the government's main regulator for children's services) twice a year and at least one of these is not announced.'

Part 3 Publishing your Local Offer

When you are ready to upload your Local Offer to the website, you will be provided with a username and login together with guidance on how to use the web editor.

These instructions will form part of this guide