

# Warwickshire SEND Local Offer Annual Report 2018-19

## 1. What is the Local Offer

In Warwickshire, the SEND Local Offer is published at [www.warwickshire.gov.uk/send](http://www.warwickshire.gov.uk/send) . This annual report explains what the Local Offer, how it is being used, how it is being promoted and how the local authority has developed and responded to queries about the Local Offer in 2018-19.

## 2. The statutory duty

The SEND Code of Practice sets out the statutory duty upon local authorities to publish a Local Offer and annual report.

Local authorities must publish a Local Offer, setting out in one place information about provision they expect to be available across education, health and social care for children and young people in their area who have SEN or are disabled, including those who do not have Education, Health and Care (EHC) plans.

The Local Offer has two key purposes:

- To provide clear, comprehensive, accessible and up-to-date information about the available provision and how to access it, and
- To make provision more responsive to local needs and aspirations by directly involving disabled children and those with SEN and their parents, and disabled young people and those with SEN, and service providers in its development and review

The Local Offer should be:

- **collaborative:** local authorities must involve parents, children and young people in developing and reviewing the Local Offer. They must also co-operate with those providing services
- **accessible:** the published Local Offer should be easy to understand, factual and jargon free. It should be structured in a way that relates to young people's and parents' needs (for example by broad age group or type of special educational provision). It should be well signposted and well publicised
- **comprehensive:** parents and young people should know what support is expected to be available across education, health and social care from age 0 to 25 and how to access it. The Local Offer must include eligibility criteria for services where relevant and make it clear where to go for information, advice

and support, as well as how to make complaints about provision or appeal against decisions

- **up to date:** when parents and young people access the Local Offer it is important that the information is up to date
- **transparent:** the Local Offer should be clear about how decisions are made and who is accountable and responsible for them

Local authorities must publish comments about their Local Offer received from or on behalf of children with SEN or disabilities and their parents and young people with SEN or disabilities.

Comments must be published if they relate to:

- the content of the Local Offer, which includes the quality of existing provision and any gaps in the provision
- the accessibility of information in the Local Offer
- how the Local Offer has been developed or reviewed

It is up to local authorities to decide on the format for publishing comments but they should consult children and young people with SEN or disabilities and parents and representative organisations such as Parent Carer Forums and local organisations providing information, advice and support to parents, children and young people about this, including the local authority's Information, Advice and Support Service.

They should make clear how they have sought comments about the Local Offer.

Local authorities must publish a summary of comments at least annually. Local authorities are not expected to publish responses to every comment individually but can, for example, adopt a 'you said, we did' approach. Local authorities are not required to publish abusive or vexatious comments or complaints about the service provided to an individual since there are established routes to bring such complaints.

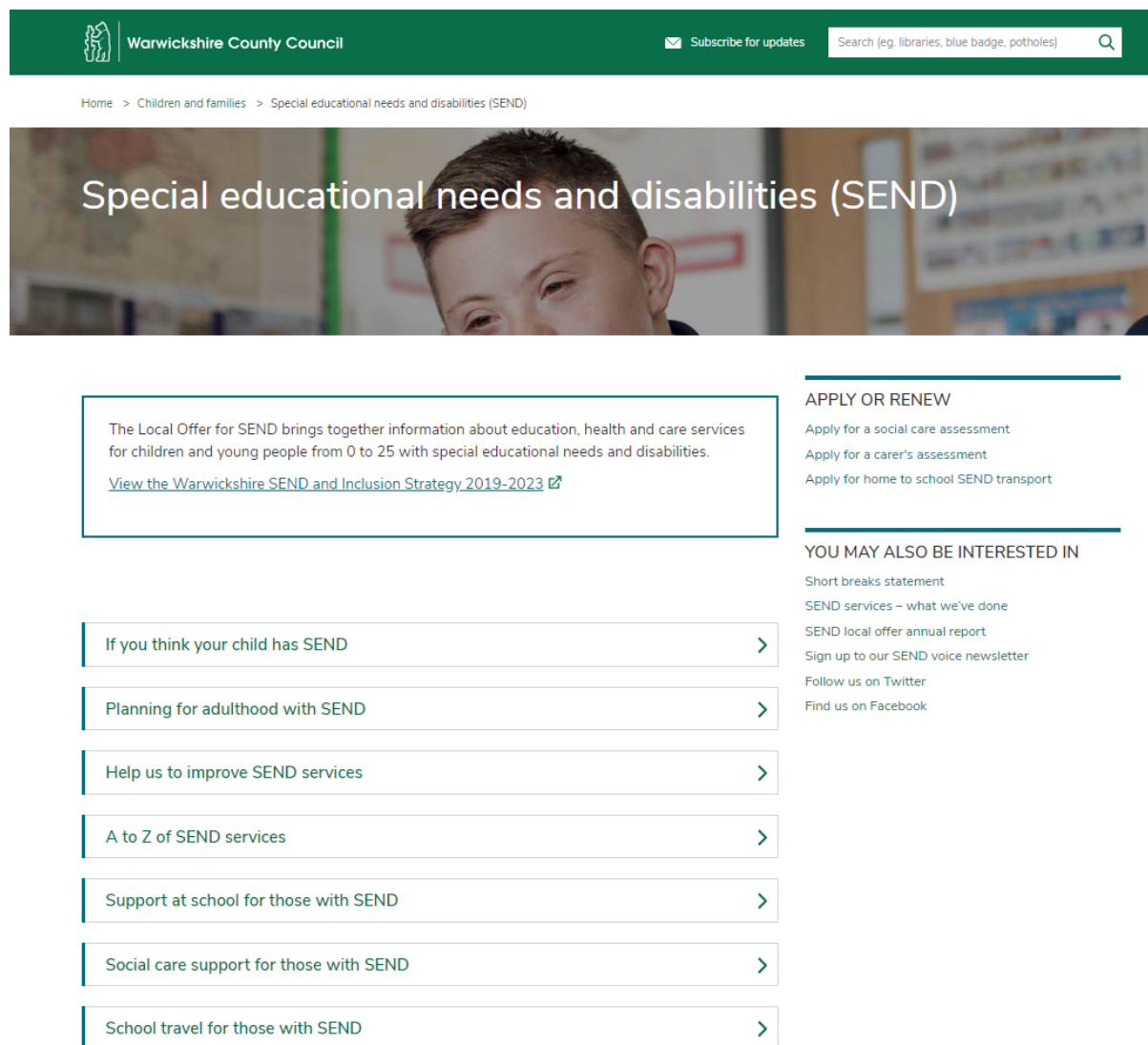
### **3. The Warwickshire SEND Local Offer website**

#### *Development of the SEND Local Offer webpages*

In June 2018, the web content of the Warwickshire SEND Local Offer was re-launched. Following a nine month project working with parents, young people and stakeholders, every webpage was reviewed. As a result, content was consolidated and re-written, graphics were added and the navigation was re-worked. For example, the new site explained about SEN Support at School before taking you to the EHC assessment process. This followed feedback from colleagues in SENDIAS and was worked through with our stakeholder groups.

In February 2019, Warwickshire County Council moved over to a new platform. As a result some graphics were removed and some navigation features were lost. Officers are working through new processes to improve the website.

The SEND Local Offer is now maintained by the Family Information Service



Warwickshire County Council

Subscribe for updates

Search (eg. libraries, blue badge, potholes)

Home > Children and families > Special educational needs and disabilities (SEND)

## Special educational needs and disabilities (SEND)

The Local Offer for SEND brings together information about education, health and care services for children and young people from 0 to 25 with special educational needs and disabilities.

[View the Warwickshire SEND and Inclusion Strategy 2019-2023](#)

If you think your child has SEND >

Planning for adulthood with SEND >

Help us to improve SEND services >

A to Z of SEND services >

Support at school for those with SEND >

Social care support for those with SEND >

School travel for those with SEND >

### APPLY OR RENEW

- [Apply for a social care assessment](#)
- [Apply for a carer's assessment](#)
- [Apply for home to school SEND transport](#)

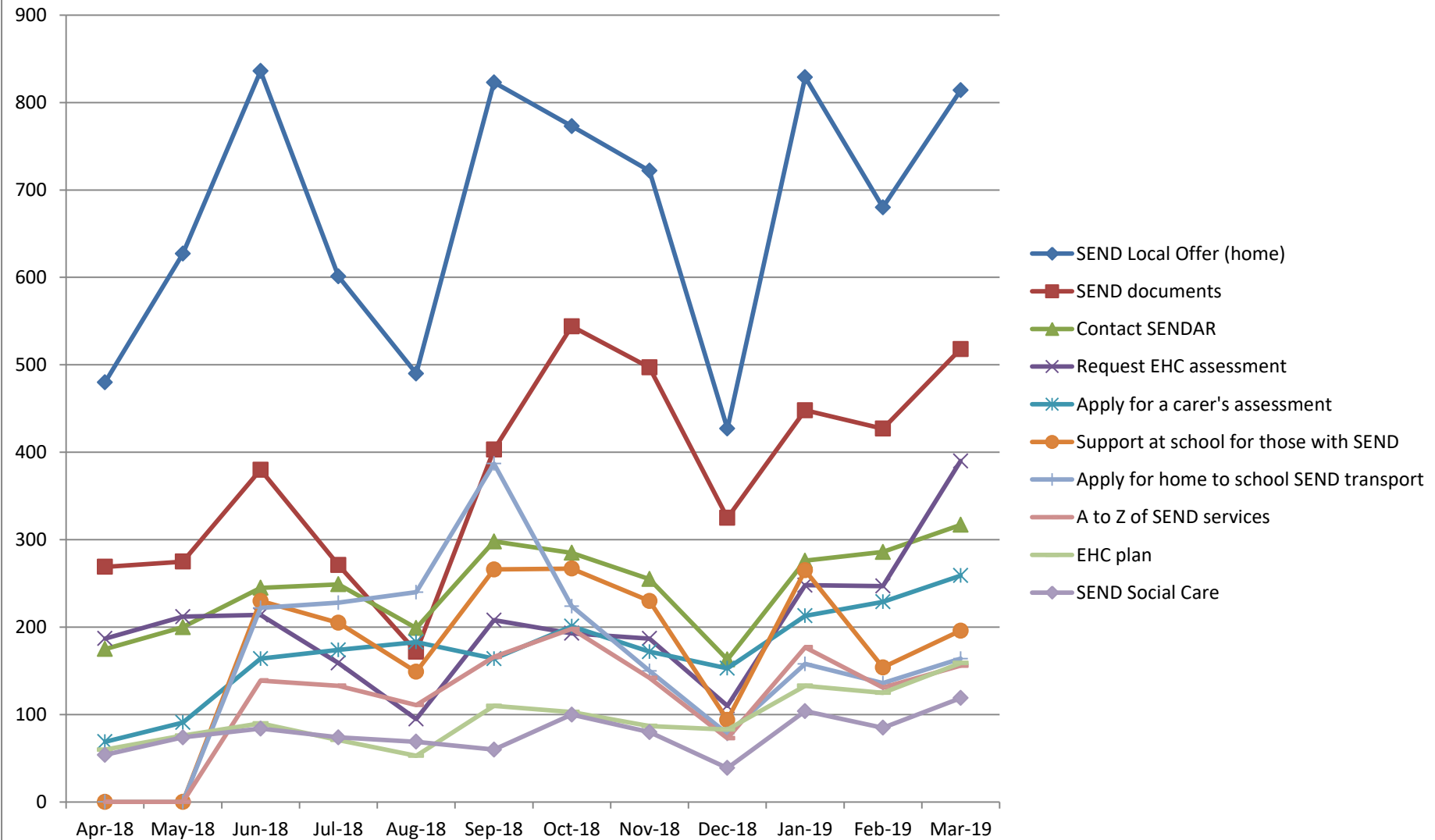
### YOU MAY ALSO BE INTERESTED IN

- [Short breaks statement](#)
- [SEND services – what we've done](#)
- [SEND local offer annual report](#)
- [Sign up to our SEND voice newsletter](#)
- [Follow us on Twitter](#)
- [Find us on Facebook](#)

### *How many people use the SEND Local Offer?*

The Warwickshire SEND Local Offer home page records on average 675 visits per month from unique users (excluding WCC devices) – up from 615 last year. The trend is of increasing traffic on the home page. The highest month was January with 829 unique visitors. The top ten pages visited on the SEND Local Offer website are set out below, followed by a table of unique visitors to all pages on the SEND Local Offer (excluding pages hosted elsewhere, eg. NHS pages and Warwickshire Directory).

## Top Ten SEND Local Offer webpages by unique visitors



| Unique page views                       |        |        |        |        |        |        |        |        |        |        |        |        |         |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|
| Page                                    | Apr-18 | May-18 | Jun-18 | Jul-18 | Aug-18 | Sep-18 | Oct-18 | Nov-18 | Dec-18 | Jan-19 | Feb-19 | Mar-19 | Average |
| SEND Local Offer (home)                 | 480    | 627    | 836    | 601    | 490    | 823    | 773    | 722    | 427    | 829    | 680    | 814    | 675     |
| SEND documents                          | 269    | 275    | 380    | 271    | 172    | 403    | 544    | 497    | 325    | 448    | 427    | 518    | 377     |
| Contact SENDAR                          | 175    | 200    | 245    | 249    | 199    | 298    | 285    | 255    | 163    | 276    | 286    | 317    | 246     |
| Request EHC assessment                  | 187    | 212    | 214    | 159    | 95     | 208    | 193    | 187    | 110    | 248    | 247    | 390    | 204     |
| Apply for a carer's assessment          | 69     | 91     | 164    | 174    | 183    | 164    | 201    | 172    | 153    | 213    | 229    | 259    | 173     |
| Support at school for those with SEND   | 0      | 0      | 230    | 205    | 149    | 266    | 267    | 230    | 94     | 265    | 154    | 196    | 171     |
| Apply for home to school SEND transport | 0      | 0      | 222    | 228    | 240    | 387    | 224    | 150    | 78     | 158    | 136    | 164    | 166     |
| A to Z of SEND services                 | 0      | 0      | 139    | 133    | 111    | 166    | 198    | 142    | 73     | 177    | 131    | 156    | 119     |
| EHC plan                                | 60     | 76     | 90     | 71     | 53     | 110    | 103    | 87     | 83     | 133    | 125    | 159    | 96      |
| SEND Social Care                        | 54     | 74     | 84     | 74     | 69     | 60     | 100    | 80     | 39     | 104    | 85     | 119    | 79      |
| Travel help under 16                    | 119    | 156    | 117    | 68     | 61     | 79     | 35     | 29     | 20     | 35     | 32     | 32     | 65      |
| Post 16 help                            | 9      | 19     | 86     | 41     | 30     | 52     | 59     | 53     | 28     | 73     | 87     | 79     | 51      |
| If you think your child has SEND        | 0      | 0      | 72     | 60     | 41     | 79     | 78     | 82     | 41     | 67     | 46     | 35     | 50      |
| Education over 16                       | 46     | 63     | 50     | 35     | 34     | 42     | 46     | 42     | 16     | 47     | 57     | 44     | 44      |
| Get involved                            | 5      | 11     | 70     | 48     | 43     | 66     | 70     | 50     | 26     | 62     | 25     | 25     | 42      |
| What we've done                         | 9      | 6      | 20     | 33     | 14     | 24     | 42     | 24     | 18     | 51     | 47     | 81     | 31      |
| Mediation and appeals                   | 16     | 12     | 12     | 18     | 22     | 16     | 17     | 18     | 10     | 41     | 44     | 42     | 22      |
| <b>Discontinued pages</b>               |        |        |        |        |        |        |        |        |        |        |        |        |         |
| Travel help over 16                     | 38     | 125    | 310    | 82     | 19     | 5      | 3      | 1      | 1      | 2      | 0      | 0      | 49      |
| Education School Age                    | 180    | 210    | 67     | 9      | 6      | 19     | 21     | 14     | 4      | 6      | 4      | 8      | 46      |
| Children 5-16                           | 224    | 248    | 32     | 2      | 2      | 7      | 3      | 1      | 2      | 1      | 0      | 0      | 44      |
| EHC assessment                          | 110    | 121    | 43     | 0      | 0      | 3      | 2      | 4      | 1      | 0      | 0      | 0      | 24      |
| Children 0-5                            | 75     | 95     | 12     | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 1      | 15      |
| Young People over 16                    | 59     | 74     | 17     | 1      | 1      | 1      | 0      | 1      | 0      | 0      | 0      | 0      | 13      |
| School help                             | 29     | 60     | 11     | 2      | 1      | 0      | 2      | 1      | 0      | 2      | 0      | 0      | 9       |
| Education Early Years                   | 37     | 34     | 12     | 3      | 4      | 2      | 2      | 3      | 0      | 0      | 1      | 0      | 8       |

|                              |    |    |    |   |   |   |   |   |   |   |   |   |   |
|------------------------------|----|----|----|---|---|---|---|---|---|---|---|---|---|
| Personal budgets             | 35 | 15 | 12 | 3 | 4 | 2 | 2 | 3 | 0 | 0 | 1 | 0 | 6 |
| Pre-school help              | 23 | 30 | 16 | 1 | 2 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 6 |
| SEND Health                  | 28 | 26 | 1  | 1 | 1 | 4 | 3 | 1 | 0 | 0 | 0 | 0 | 5 |
| I think my child has SEND    | 23 | 14 | 10 | 1 | 1 | 5 | 7 | 1 | 0 | 1 | 0 | 0 | 5 |
| School support               | 18 | 37 | 3  | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 5 |
| SEND Social Care Post 16     | 17 | 19 | 14 | 4 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 5 |
| Disability support childcare | 20 | 19 | 4  | 2 | 3 | 2 | 1 | 2 | 1 | 0 | 0 | 1 | 5 |
| Pre-school support           | 13 | 22 | 2  | 0 | 1 | 0 | 1 | 2 | 0 | 0 | 0 | 0 | 3 |
| Have your say                | 2  | 8  | 5  | 3 | 3 | 8 | 6 | 2 | 1 | 0 | 0 | 0 | 3 |

## **4. Communicating with Parents, Carers and Young People**

The SEND Local Offer website is promoted by the Family Information Service at various community events. There are also weblinks from other services including the Family Information Service and local NHS providers.

The Local Offer is also promoted through the County Council SENCO network to encourage practitioners in school to visit and use the website.

As well as through the website itself, Warwickshire communicates with parents, carers and young people through social media and online and paper based newsletters.

### **Social media**

In 2019, the Family Information Service and Warwickshire SEND social media accounts were merged.

In June 2019, the social media accounts had the following number of followers/registered recipients:

- Facebook– 2,552 followers
- Twitter– 1,314 followers
- E-Newsletter (fortnightly) – 8,443 recipients

The top 3 most clicked on articles for each medium is shown below.

In addition, the paper based SEND Voice Newsletter was published in June 2019. This was a year since the previous publication due to changes in staffing. The SEND Voice newsletter is distributed in hard copy among special schools and online.

| <b>Facebook Top 3 highest reach on SEND topics</b>  | <b>Twitter Top 3 SEND Tweets</b>  | <b>Top 3 most clicked SEND article's featured in FIS newsletter</b>   |
|---|---|---|
| January 2019 - Send Supported offer monthly parent drop in sessions for parents/carers with young people with SEND, pop in for a coffee and chat with specialist teachers and meet other families. Send Supported also offer information sessions. Click here for more info - <a href="https://bit.ly/2SHYd2E">https://bit.ly/2SHYd2E</a> | January 2019 - NEW social club starting in February for young people aged 6 - 25 who have a range of disabilities offering the opportunity to meet new friends, socialise and try new activities. For more information please use the contact information on the poster below <a href="https://pic.twitter.com/LINbbpV2zJ">pic.twitter.com/LINbbpV2zJ</a> | January 2019 – Living with an Autism Spectrum: An evening with John Simpson <a href="https://www.eventbrite.co.uk/e/living-with-an-autism-spectrum-an-evening-with-john-simpson-tickets-52517768058?aff=eac2">https://www.eventbrite.co.uk/e/living-with-an-autism-spectrum-an-evening-with-john-simpson-tickets-52517768058?aff=eac2</a> |
| January 2019 - 'Living With an Autism Spectrum: An Evening with John Simpson' is a workshop aimed at professionals/parents/carers/families of young or older people with ASD and for older teens and adults with a diagnosis of ASD. Click here to book - <a href="https://bit.ly/2TrxmrU">https://bit.ly/2TrxmrU</a>                     | February 2019 - Autism Connect is a new peer led group for individuals with Autism. Meet on Monday's, 13.00 - 15.00, at The Community Wellbeing Hub in Nuneaton Contact Jade for more info: ✉ <a href="mailto:nuneatonhub@isswarks.com">nuneatonhub@isswarks.com</a> 07563159070  | January 2019 – parent to parent drop in - <a href="https://sendsupported.com/events/">https://sendsupported.com/events/</a>   |
| February 2019 - NEW Autism Support Service delivered by CW Mind, in conjunction with Rise, aims to provide support to children, young people and families pre and post autism diagnosis. Click here for more information and eligibility criteria - <a href="https://bit.ly/2FEPASX">https://bit.ly/2FEPASX</a>                           | March 2019 - 'Living with Autism: An Evening with John Simpson' runs in a workshop format. It is aimed at parents/carers of young people with ASD, and their families, for older teens and adults with a diagnosis of ASD and professional's. Click here for more info - <a href="https://bit.ly/2CC6a3B">bit.ly/2CC6a3B</a>                              | March 2019 - <a href="https://cwmind.org.uk/autism-support-service/">https://cwmind.org.uk/autism-support-service/</a>  |



## 5. Feedback on the Local Offer

Feedback on the Local Offer is received in a variety of ways:

- From engagement work with children and young people with SEND
- From our annual workshop with stakeholders
- Through surveys, focus groups and consultations
- Through our 'SEND workstream' meeting with representatives of the Warwickshire Parent Carer Forum and SENDIAS service

In 2018/19 the main sources of feedback from parents and carers on the Local Offer website came via the EHC Plan Survey (June 2018), the SEND & Inclusion Strategy Consultation (November – December 2018) and workstream meetings.

From the EHC Plan Survey for parents and carers 21 of 38 responses were reported that they found the Local Offer website unhelpful (prior to the June 2018 changes).

The SEND & Inclusion Strategy consultation included two direct responses regarding the Local Offer website:

*"The local offer has very limited information and is not easy to navigate." [Parent, online focus group]*

*"The local offer is not fit for purpose as there is nothing on there for certain individuals" [Parent, guardian or carer]*

Through our workstreams, common themes reported by the Parent Carer Forum are:

- Corporate rather than welcoming feel on the home page (since Feb 2019)
- Dissatisfaction with the Warwickshire Directory
- Issues of navigation
- Unable to find specific details for specific circumstances

Warwickshire will continue to work with parents to address these issues in the coming year.

## 6. SEND & Inclusion Strategy

In November 2018 we asked for comments on the SEND & Inclusion Strategy and in particular on the:

- Vision statement
- Priorities
- Measures for success



### *You Said*

In total 274 responses to the survey were received, of which 145 were parents, 88 were staff and 41 were any other type of respondent. 88 young people responded to the learner's survey. [A full quantitative and qualitative analysis](#) was carried out.

The majority of respondents agreed with the proposed vision and priorities, with over 70% agreeing or strongly agreeing. However, the qualitative comments revealed a disconnect between the vision and the current experience with many commenting on either a poor experience or that they were pessimistic about change without additional resources. Comments were also made on a range of other matters including gaps in services, support and provision, clarification of terms, and workforce skills.

Over 50% of respondents agreed with the measures for success, however many asked for a shorter number of measures and clarity on how these linked to key activities.

### *We Did*

The [Strategy document](#) was revised following these workshops and meetings.

The vision statement was revised and made more aspirational and positive.

The priorities were agreed. In order to address the disconnect, and ensure that the strategy is honest about the current position, a number of quotations were added from the consultation responses highlighting challenges and opportunities.

The headline activities of the delivery plan, addressing concerns raised, were also included in the revised strategy document.

Further to this, some of the language has been changed and terms clarified.

The measures for success section was revised to show the golden thread of priorities, to key activities, to measures for success.

The report on feedback and the final draft of the Send and Inclusion Strategy 2019-2023 considered and approved by Warwickshire County Council Cabinet can be viewed by [clicking on this link](#).

## **7. Feedback on the wider Local Offer of provision**

The strategy consultation also provided a wealth of feedback on the wider Local Offer of provision. Concerns were raised regarding access to specialist support, gaps in commissioned services, and joined-up responses across education, health and social care.

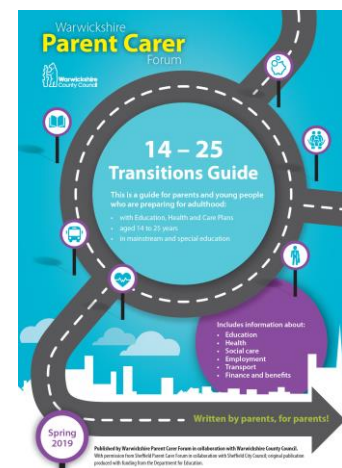
The following activities are identified in the Strategy:

- To establish more resourced provisions and/or specialist partnerships in mainstream settings, providing a bridge between mainstream and specialist provision
- To expand state-funded specialist provision where possible (including specialist partnerships)
- To agree a Warwickshire joint commissioning plan for learners with SEND, setting out how local needs are to be met through the local offer services
- To deliver improved support for social, emotional and mental health through in-school support and the delivery of commissioned mental health services (eg. Rise)
- Maximising the use of local specialist provision at post-16 and differentiating that provision
- To work with employers, schools and colleges to increase the offer of supported internships

Progress against these activities is monitored by the SEND & Inclusion Board, which include multi-agency and parent carer forum representation.

## 8. Transition Guide

A particular achievement of 2018/19 has been the publication of the [transitions guide](#). Based on the Sheffield Parent Carer Forum booklet, the Warwickshire Parent Carer Forum has worked with the County Council to develop a local guide for parents and carers to help plan and navigate for life after school.



## 9. Complaints received by SEND Services and SEN Appeals

Since July 2018, 13 stage one complaints have been recorded regarding SEND (education and social care).

In terms of SEN appeals, 45 cases were referred to mediation in the calendar year of 2018, with 24 going on to appeal at a tribunal. 14 appeals were on decision to assess, 3 were on decision to issue, 3 were on placement and 4 were on multiple items within the EHC plan.

## 10. Freedom of Information Requests

The following 41 Freedom of Information requests related to SEND were made to Warwickshire County Council from April 2018-March 2019. The responses are published at <http://www.warwickshire.gov.uk/foi>

| Received   | Details & Reference Number   |
|------------|--|
| 27/03/2019 | Care and education for children with special educational needs. 4330660  |
| 02/04/2018 | Learning Disability care placements. 3203330   |
| 05/04/2018 | Social care - adults with learning disabilities. 3214131   |
| 06/04/2018 | SEND mediations 3217928  |
| 13/04/2018 | Supported living services for adults 3240628   |
| 23/04/2018 | SEND Implementation Grant Spending 2017/18. 3266328  |
| 26/04/2018 | Supported living and residential services for adults with Learning Disabilities, Autism Spectrum Disorders, and Mental Health. 3280228 |
| 21/05/2018 | EHC plans / accessibility plans. 3364729   |
| 31/05/2018 | Learning Disability and Mental Health 3392628  |
| 08/06/2018 | Disability equipment provided to disabled/terminally ill children 3420129  |
| 11/06/2018 | Special Educational Needs - EHCP's. 3429129  |
| 13/06/2018 | Adult Learning Disabilities - Housing. 3444628   |
| 13/06/2018 | SEND tribunals 3440928   |
| 14/06/2018 | SEND 3441828   |
| 18/06/2018 | Service provision for deaf or hard of hearing children. 3452228  |
| 21/06/2018 | Adult learning disability services. 3467228  |
| 10/07/2018 | Cerebral palsy provisions 3532628  |
| 02/08/2018 | Education Placement 3608029  |
| 03/08/2018 | Transporting pupils with special educational needs and or disabilities (SEND). 3611429   |
| 06/08/2018 | EHCP needs assessment related templates 3612328  |
| 05/09/2018 | High Needs Block and reserves (SA) 3702628   |
| 07/09/2018 | SEND tribunal challenges. 3715628  |

|            |   |
|------------|---|
| 20/09/2018 | Contract information: Learning Disability / Mental Health / Substance Misuse / Healthy Lifestyle / Sexual Health. 3750360 |
| 04/10/2018 | Commissioning, funding and contract managing adults' and children's services 3789260                                      |
| 05/10/2018 | Services for adults with learning disabilities. 3792761   |
| 10/10/2018 | Local Education Authority Costs for Special Educational Needs Tribunals. 3806861  |
| 12/10/2018 | SEND funding. 3815564   |
| 12/10/2018 | Home education 3820360  |
| 15/10/2018 | Supported Living and Care Providers 3811663   |
| 01/11/2018 | SEND Top Up Funding and Travel Assistance. 3870260  |
| 14/11/2018 | Commissioning of Care for Adults and Children 3905961   |
| 19/11/2018 | Eligibility criteria for a child to be assessed by the Disabled Children's team 3925360                                   |
| 17/12/2018 | Children without a school place 4009760   |
| 10/01/2019 | Disabled Facilities Grants. 4061660   |
| 25/01/2019 | Planned expenditure for disabled children and their families. (CM) 4114560  |
| 04/02/2019 | Car seats for Disabled Children and Register of Disabled Children. 4147360  |
| 12/02/2019 | Children who did not receive their final transition EHC Plan by the 15th Feb deadline 4176660                             |
| 15/02/2019 | SEND statistics. 4200160  |
| 28/02/2019 | Educational Placements for CYP with EHC plans or statements. 4236560  |
| 26/03/2019 | SEND information. 4327860   |
| 27/03/2019 | Care and education for children with special educational needs. 4330660   |

## 11. Compliments to SEND services

Please find below a selection of written comments received from parents regarding SEND services. Names have been anonymised.

Email from parent re IDS Hearing Team, April 2018:

*I am just writing to thank your team for the support that we have received with xx since we found out about her hearing loss.*

*In particular, we would like to recognise the amazing job that Hannah has done working with her over the last 2 years. She is a true professional and you are lucky to have such a talented individual in the team.*

Email from parent re Flex Learning, July 2018:

*We wanted to write you to say thanks for being such a kind and caring person to xx. He has learned so much from you in the last three years, and we cannot thank you enough for your patience, guidance, care, commitment, and kindness.*

*You have helped him grow from a scared young vulnerable person into a confident, caring young person who has a lot to offer society. You have been a fantastic role model to him and for that we will always be grateful.*

Email from school re IDS Physio and PD team, July 2018:

*The one key person, 'Lyndsey' from your physio team, I don't have a surname for, so cannot email her, but I'm know you will pass on thanks to her. XX has had huge confidence in her from day one; she's been pivotal in turning this case around, both physically but also from an emotional and self confidence perspective. XX could not walk when I met him in January...(a flare up of a disorder) and today is in Germany for a week long school trip, due back tomorrow. A few very positive texts received...and nothing from the designated teachers! The family, still cannot quite, believe it!*

*They are so grateful to not only his physio, but also support form Debs and Jo in a school meeting recently, which was really tricky, and emotional for the family.*

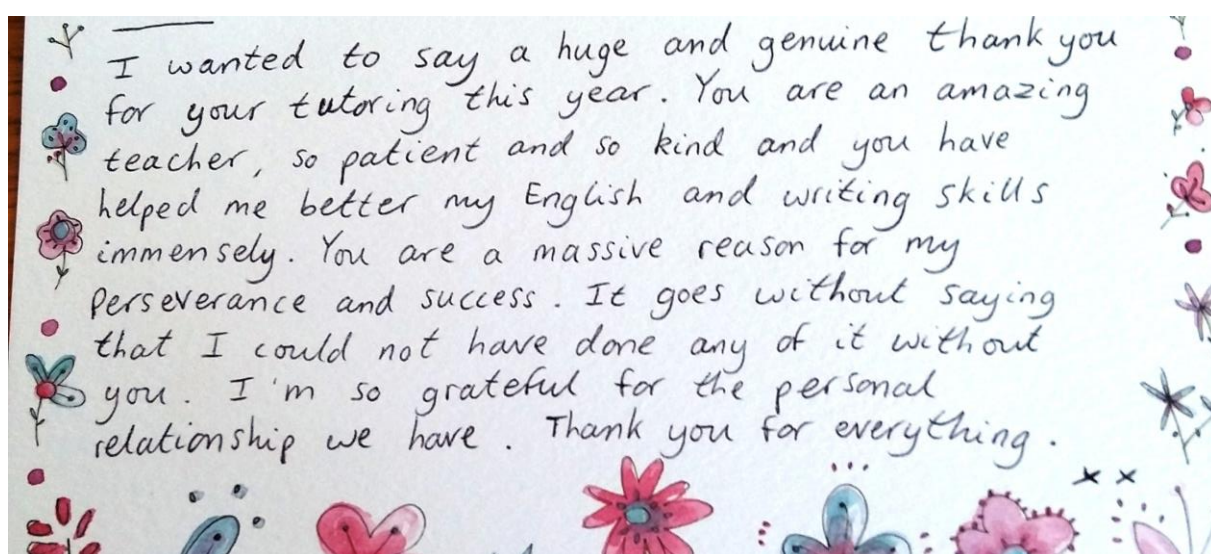
Email from school re Educational Psychology Service, November 2018:

*All staff have found your time really valuable especially the Circle training we did for xx – it really has made a difference to the way he is perceived around school so thank you for that. Lucy was brilliant during the ADHD training and the staff got a lot out of it, all staff have already implemented at least 2 strategies into their classroom. Which is great to see as that's where most of provision needs to be! Everything really has been useful! Thank you again.*

Email from school re Specialist Teaching Service, December 2018:

*As you may be aware Parm has been working with 2 teachers at [our school]. The work she has been doing has been invaluable in building capacity and developing the teacher's skills. Parm has been doing some wonderful work with some of our staff. You might like to use us as a case study of how schools can effectively use their support teachers?*

Letter from a learner about a Flex Learning teacher, June 2019:



## **12. Further information**

Other sources of feedback are also used in a commitment to continual improvement. These include EHC plan surveys, SENDIAS termly reports and individual service feedback.

For further information please contact [sen@warwickshire.gov.uk](mailto:sen@warwickshire.gov.uk)