

Local Offer

Annual Report 2015-16

Information on what has changed in
SEND provision over the last year



Introduction

The Children and Families Act places a duty on every Local Authority to publish a Local Offer, setting out in one place information on the provision they expect to be available in their area for children and young people (from 0-25 years) who have SEN and Disabilities (SEND).

It is a front door for information about provision from the Local Authority, Health, schools and other educational settings and the voluntary sector.

The Local Offer 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 by directly involving children and young people with SEN, parents carers, and service providers in its development and review.**

It is made up of a range of web pages as well as a searchable directory. It is a 'live' resource which is continually developing. It can be found at www.cambridgeshire.gov.uk/localoffer

Throughout the year we have continued to work with parents and carers, young people, providers in Health, the Local Authority, schools and settings and the voluntary sector to review the Local Offer. On the next pages we describe what you told us and how we responded.

What information is included in our Local Offer?

We have included information on:

- What are special educational needs and disabilities?
- What is SEN Support?
- What is an Education Health and Care Plan?
- Provision that can be reasonably expected from providers in education, health and social care for children and young people 0-25 years
- Preparing for adulthood
- Training and employment
- Personal Budgets
- Transport to school and college
- How services are commissioned by the local authority, health, schools and other providers
- How decisions about services and support are made
- How parents, carers, children and young people can get involved in decision-making
- How disagreements are resolved and mediation
- How to get further information, advice and support
- How to make a complaint

If you cannot find the information you need in these sections please use the comments button on the Local Offer pages to let us know. We will endeavour to gather and publish the information and keep you updated on our progress.

Navigation

Residents

Children & families

Special educational needs & disabilities (Local offer)

About
Cambridgeshire's local offer

About special educational needs and disabilities

Age 0 - 5

Age 5 - 16

Age 16 - 25

Disabled Children's Social Care

Education, Health and Care Plan

Health services

Leisure activities

Where to get help and support

Special educational needs & disabilities (Local offer)

[Finding childcare](#)

[Preparing for adulthood](#)

[School funding](#)

[Autism local offer](#)

[Help and support](#)

[Transferring to EHC Plans](#)



The local offer sets out the services and support available for children and young people with Special Educational Needs and/or Disabilities (SEND) from birth to age 25 and their families in Cambridgeshire. You can find information; help and advice; assessments; plans and policies throughout this section of the website. You can search for services, childcare providers, schools and colleges in the local offer directory.



[Local Offer Directory](#)



[What is the local offer?](#)

Local offer directory

Search:

(enter a keyword, town/postcode, or use the filters to narrow / refine the search)

eg. After School club, Short breaks, childc e.g. town, postcode

All ages

All categories

Go

[Activities and leisure](#)

[Childcare](#)

[Children's Centres](#)

[Education and training](#)

[Health](#)

[Social Care](#)

[Support and advice](#)

[Transport](#)

[Local Authority Services](#)

The local offer sets out the services and support available for children and young people with Special Educational Needs and/or Disabilities (SEND) from birth to age 25 and their families in Cambridgeshire. Services and provision included in the directory meet our [criteria for inclusion \(pdf, 34.2kb\)](#).

You can find further information, help and advice, assessments, plans and policies in the [local offer section](#) of the website.

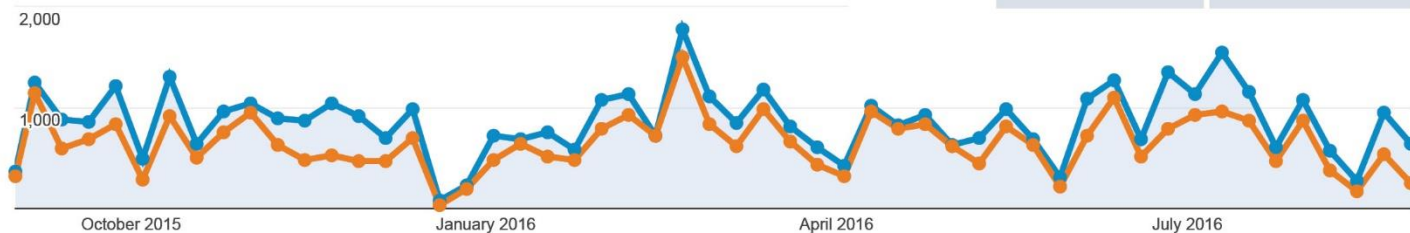


Local offer website statistics

1 September 2015 to 31 August 2016

www.cambridgeshire.gov.uk/localoffer

Overview of all information content pages within the local offer section of the website - does not include directory listings



| | Page Views | Unique page views | Av time on page | Entrances | Bounce Rate |
|-----------------------------|------------|-------------------|-----------------|-----------|-------------|
| All Sessions | 45,499 | 35,317 | 00:01:27 | 10,600 | 52.21% |
| Sessions without CCC users* | 34,221 | 27,086 | 00:01:24 | 8,832 | 55.06% |

* Page views that do not include devices logged in to the Cambridgeshire County Council servers

10 most popular pages (incl. section)

Local offer

Homepage 6,812 4,526

Education, Health and Care Plan

Introduction / overview 4,861 3,794

About Cambridgeshire's local offer

Introduction / overview 4,229 3,097

Where to get help and support

SENDIASS and overview 2,213 1,987

Education, Health and Care Plan

Transferring Statements of SEN to EHC Plans 1,812 1,602

Disabled Children's Social Care

Local short breaks 1,696 1,297

Disabled Children's Social Care

Introduction / overview 1,561 902

Education, Health and Care Plan

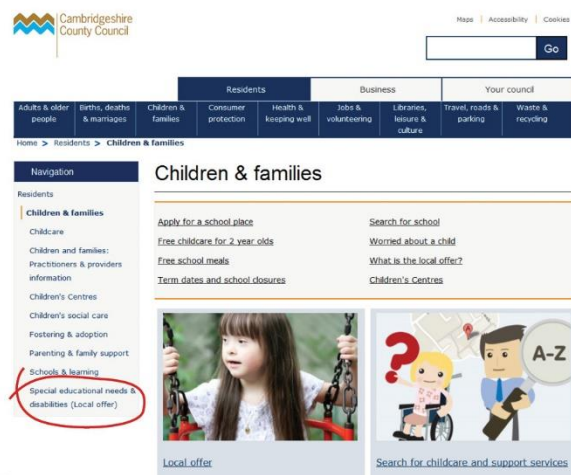
The assessment process 1,432 774

Age 5 - 16

Concerns progress and development 1,386 1,107

Age 0 - 5

Services and support 926 572



Navigation

Residents

Children & families

Special educational needs & disabilities (Local offer)

About Cambridgeshire's local offer

About special educational needs and disabilities

Age 0 - 5

Age 5 - 16

Age 16 - 25

Disabled Children's Social Care

Education, Health and Care Plan

Health services

Leisure activities

Where to get help and support

Special educational needs & disabilities (Local offer)

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Local Offer

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Local Offer Directory

What is the local offer?

Comments we have received from you via the webpages and our responses

Throughout the year we receive comments and feedback via the Local Offer website. Feedback is responded to within three working days as outlined in the 'Responding to Feedback' flowchart. We gather comments and [publish our responses online](#) at the end of each term. This is also shown below:

| April 2016 – August 2016 | |
|--|---|
| Feedback | Action |
| 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>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> |
| That the information on www.cambridgeshire.gov.uk/ehc/plans was incorrect, particularly that the forms to request an Education Health and Care (EHC) Assessment were missing. | <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> |
| You wanted clarification on when a child would be eligible for assessment from an Educational Psychologist and the timescales involved. | <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>http://www.cambridgeshire.gov.uk/info/20136/special_educational_needs_and_disabilities_local_offer/531/about_special_educational_needs_and_disabilities/4</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. | 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. |
| You said that you couldn't easily find contact information on our website. | 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. |

| January 2016 – March 2016 | |
|--|--|
| Feedback | Action |
| <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: http://www.cambridgeshire.gov.uk/info/20059/schools_and_learning/325/education_your_rights_and_responsibilities/2</p> <p>This comment was passed to our Attendance and Behaviour Manager who replied to discuss these concerns.</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>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>Update September 2016</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>http://www.cambridgeshire.gov.uk/info/20136/special_educational_needs_and_disabilities_local_offer/532/age 5 - 16/6</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> |
|--|--|

September 2015 – December 2015

| Feedback | Action |
|--|--|
| <p>There was no information on AAC services (Alternative and augmentative Communication) in Cambridgeshire</p> | <p>We have added some information on Augmented and Alternative Communication (AAC) to the following page. http://www.cambridgeshire.gov.uk/info/20136/special_educational_needs_and_disabilities_local_offer/532/age 5 - 16/4</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: http://www.cambridgeshire.gov.uk/info/20136/special_educational_needs_and_disabilities_local_offer/532/age 5 - 16/5</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> |
| <p>It would be helpful to include information on special schools in Cambridgeshire on the following web page: http://www.cambridgeshire.gov.uk/site/scripts/documents_info.aspx?documentID=532</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>Update March 2016</p> <p>Work is underway on the Social, Emotional and Mental Health offer which will be published in June 2016.</p> <p>Update September 2016</p> <p>The Social, Emotional and Mental Health offer is now available at www.cambridgeshire.gov.uk/integratedoffers</p> |
|--|--|

How else have we gathered the views of parents, carers, children and young people?

In 2015-16 many parents and carers, children and young people gave their views about:

- The Special Educational Needs and Disability (SEND) system in general
- What difference it has made to them
- The changes they had seen since the SEND reforms were introduced in September 2014

This happened in various ways including:

- Attending one of four feedback events and arranged by Cambridgeshire's SENDIAS Service (provided by Parent Partnership Service)
- Completing an online survey arranged by Cambridgeshire's SENDIAS Service (provided by Parent Partnership Service)
- Taking part in a nationally led survey about Education Health & Care Plans using the 'Personal Evaluation and Outcome Tool' or POET for short
- Attending one of the five termly Pinpoint Parent Network meetings
- Sharing their comments directly with service providers such as the Local Authority SEND Specialist Services Team, Statutory Assessment and

Resourcing Team (START), Locality and Social Care Teams; Early Years providers; schools; Further Education (FE) providers

The views and feedback help us to:

- Identify what's working and where the gaps are
- Improve the way we all provide support by sharing the feedback with all involved in education, health and care of children with SEND
- Develop plans on what we need to do as a result of the feedback
- Use this feedback as a benchmark to measure ourselves against again next year

The links below give more information from the events and results of the surveys as well as a summary of it all which has been shared with senior managers in the local authority who are responsible for children, family and adults services.

- [Summary of themes from all feedback \(pptx, 132.97kb\)](#) – an overview of the feedback received from the events and surveys on the SEND reforms.
- [Pinpoint Family Network Meetings feedback report 2015](#) – summary of the feedback from the March 2015 network meetings which focused on the SEND reforms and in particular looked at SEN Support in schools, the EHC Plan process and how the Local Offer is working in Cambridgeshire.
- [Cambridgeshire's Parent Partnership or SENDIAS Service feedback on the SEND reforms report \(pdf, 937.06kb\)](#) – a summary of the feedback from the five parent carer events and the online survey that took place between November 2015 and January 2016.
- [Cambridgeshire POET feedback report on Education Health and Care Plans \(pdf, 420.89kb\)](#) – summary of the feedback about EHC plans from Cambridgeshire families, children and young people and practitioners

There is also a national POET report that summarises the views of nearly 6000 young people, families, carers and workers from 70 Local Authority areas across England about the SEND reforms. [Read the national POET report.](#)

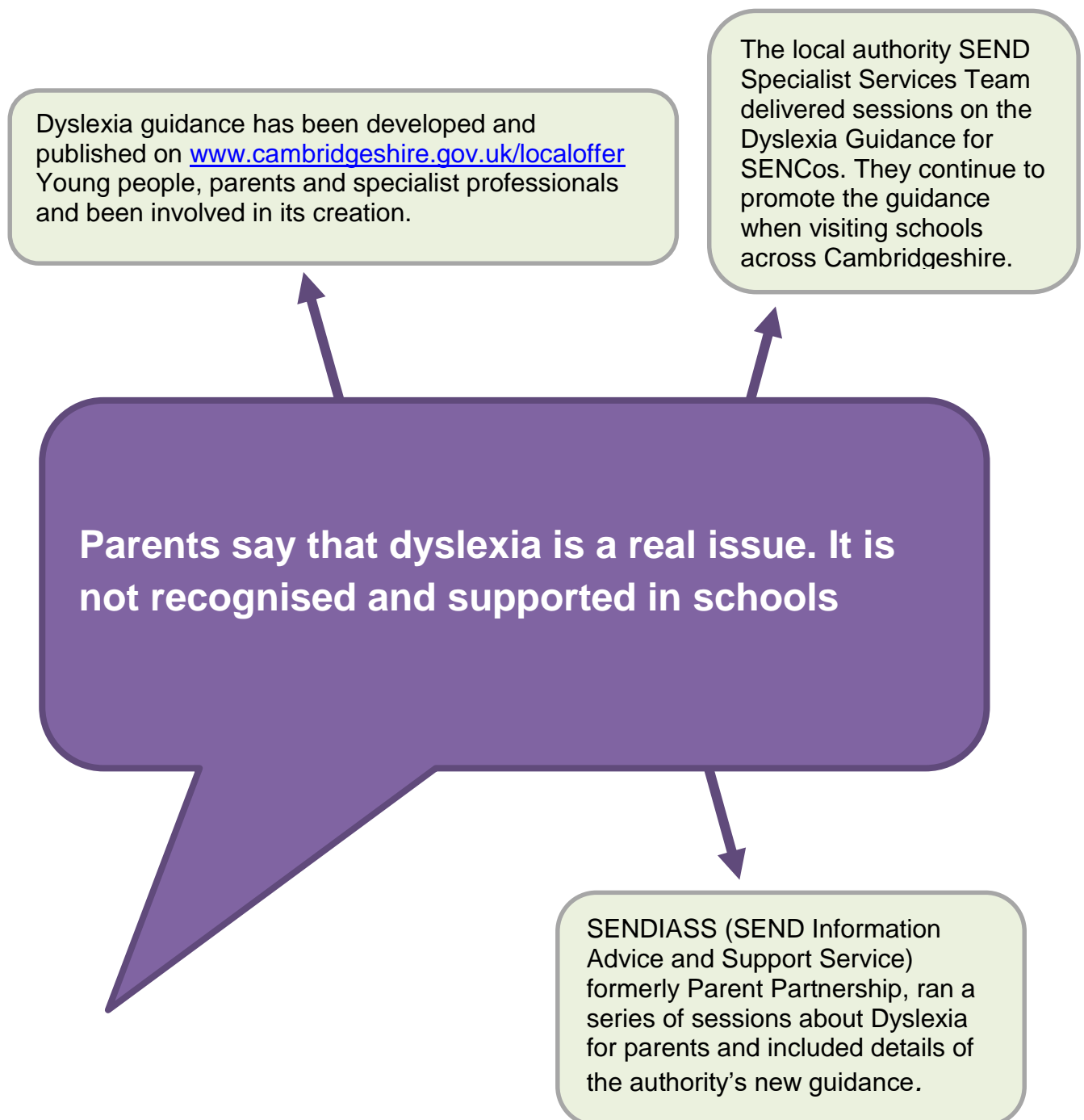
You can find these documents on www.cambridgeshire.gov.uk/localoffer

Strengths

Here are some of the areas of provision for SEND that parent/carers noted as **strengths** this year:

- The provision from independent supporters (Core Assets and the Special Educational Needs and Disability Information, Advice and Support Service (SENDIASS) is working well.
- The Integrated Offers (on autism; speech, language and communication; learning; social emotional and mental health and sensory needs) are a positive reflection on the work of the local authority.
- The Dyslexia Guidance is excellent, 'just what is needed'. ' The commitment and experience of the speakers on this matter has given me (parent) the encouragement that the local authority really wants to grasp this.'
- There is more children and young people's involvement in Education, Health and Care plans (compared to Statements of Special Educational Needs).
- The Way Forward meetings and drafting meeting for Education Health and Care plans are good.
- It's good that the local offer is there.

Here are some of the things that are changing as a result of what parents, carers, children and young people have said



A 'Think Family Approach' is being used across Children and Family Services; Health Services and schools and settings. This is a way of working where one lead professional is identified to coordinate a family's support through one family assessment, one overarching family support plan and a team around the family. We are putting the family's needs at the centre and overcoming professional differences. With your help, we will continue to monitor and improve our work with families

Families want better multi-agency working around Education Health and Care plans. More joined up meetings with the right people around the table to avoid duplication and enable decisions to be faster, more transparent and more reflective of the child or young person. Moves between schools could be better planned.

The local authority and health are piloting a project with parents, young people, and schools in using Wikis, a published multimedia tool for families to take control of the information shared.

We have worked with parents and professionals across services in schools, health, local authority and the voluntary and community sector to publish a set of 'Integrated Offers' to clarify expectations and signpost to up-to-date support and guidance. These can be found at www.cambridgeshire.gov.uk/integratedoffers

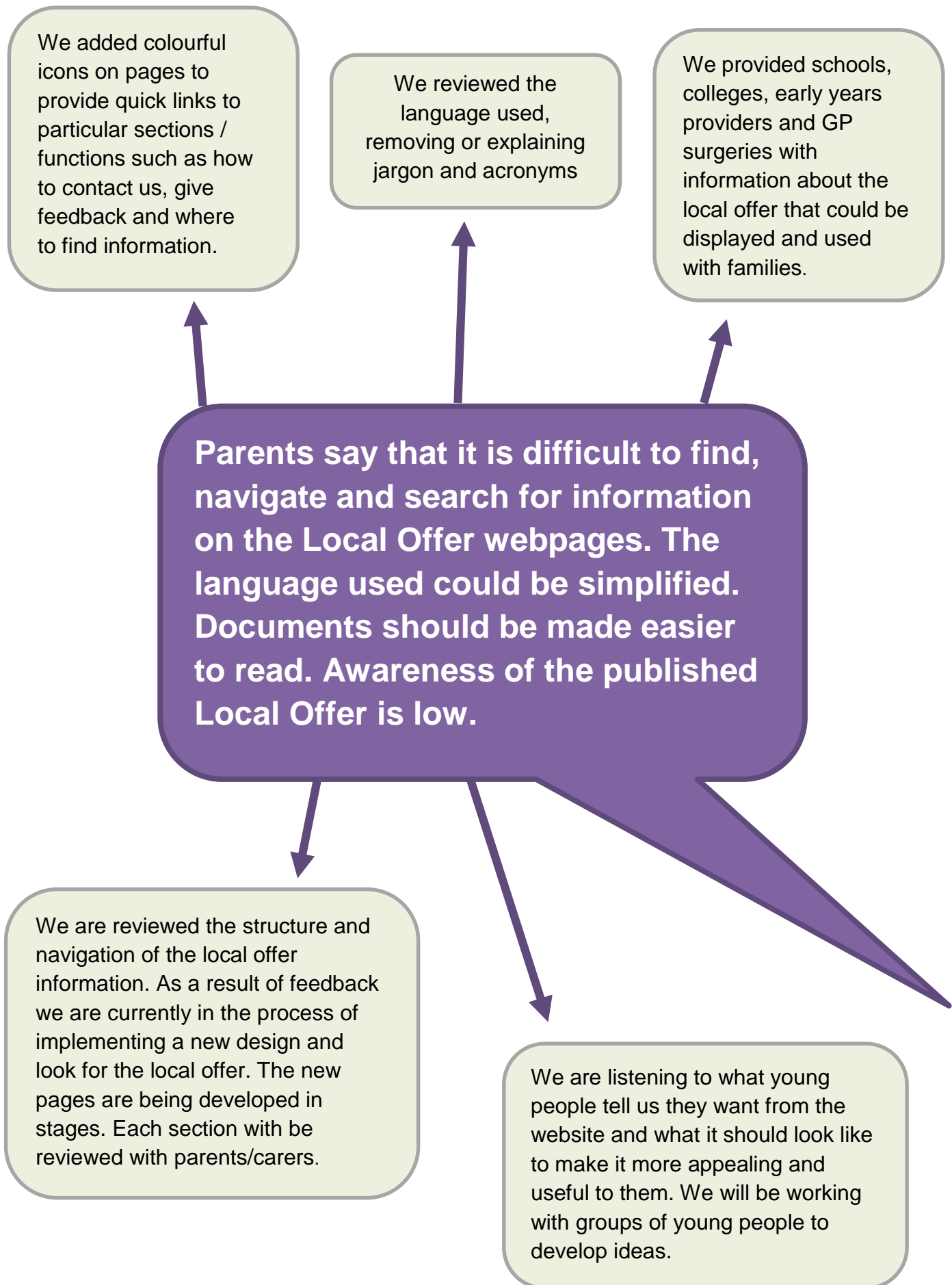
Parents say that they want better support and practical ideas that they can use at home to support their children's needs

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graph TD; A[Parents say that they want better support and practical ideas that they can use at home to support their children's needs] --> B[Pinpoint have run parent support groups in four areas across the county on Attention Deficit Hyperactivity Disorder (ADHD) and Autistic Spectrum Condition (ASC). Following their success, funding has been extended through to March 2017 and a new Huntingdon group has been added.]; A --> C[Family Voice Peterborough will be providing similar joint training with the Cambridgeshire and Peterborough Foundation Trust (CPFT) for parents. For more information please contact: https://www.familyvoice.org/]; A --> D[Children's' social care teams have run training sessions on behaviour management for foster carers and prospective adopters of children with disability.];
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SENDIASS (SEND Information, Advice and Support Service) formerly Parent Partnership, continue to offer sessions for parents / carers on SEN Support. These are well attended and receive positive feedback

SEND Specialist Services and Speech and Language Therapy Service developed a training programme for secondary schools. The programme supports schools to effectively provide for children at SEN Support as well as those with Education, Health and Care Plans with speech and language needs.

You said parents feel that they do not understand what is meant by SEN Support and neither do schools. Children are unsupported. What should be provided and by whom? Do schools know and can they deliver?

The local authority has published information and resources to support SEN Support.

www.cambridgeshire.gov.uk/SEN_Support

The local authority professionals working with schools promote these resources on school visits and support schools with putting them into place.

We have asked colleagues from neighbouring local authorities in the Eastern Region to carry out a Peer Review on our provision for special educational needs and disability. We have asked them to focus on SEN Support. It will take place in November and involve parent carers and schools as well as service providers in the local authority and health.

What's happening next?

Over the next year we will make it a priority to further improve how we involve children and young people in decisions about provision for special educational needs and disability.

We will use the learning from the November 2016 SEND Review to improve understanding and provision for children and young people have special educational needs but do not require an Education, Health and Care Plan – those at SEN Support

We will consult on how to structure our services to ensure that children, young people and families can experience more 'joined up' provision which clearly has their needs at the centre; avoids duplication and responds at the right time and in the right way.

We will improve links between partner agencies in the local authority, health services, schools and other educational settings, for example, around speech and language therapy.

We will continue to work closely with Pinpoint parent forum (and with parent carers in other ways) to address topics that parents and carers raise. Updates on responses will be available as part of our local offer at www.cambridgeshire.gov.uk/localoffer

Getting involved

We would like as many people as possible to be involved in shaping our local offer. We welcome the involvement of parents and carers, young people, partners and voluntary/community groups. You can contact us via local.offer@cambridgeshire.gov.uk

You can help shape the Local Offer in a number of ways:

- Tell us what you think about the information on our website by completing the 'Was this information useful?' box at the bottom of each page. Tell us, for example, what was helpful or if there is other information you would like included. How could we improve the clarity and accessibility of the information?

- Attend events to help shape our policies and approaches. Details of events are posted on our [latest information and events page](#).
Get in contact with Pinpoint, Cambridgeshire's independent parent information, support and involvement network, who provide opportunities for parents and carers to have their say on services provided for children and young people with SEND. Representatives from Pinpoint attend a variety of local authority and partner strategy and planning meetings to ensure that parents' views are heard. www.pinpoint-cambs.org.uk
- Take part in on-line surveys and consultations; relevant consultations are made available through the local offer pages, www.cambridgeshire.gov.uk/localoffer