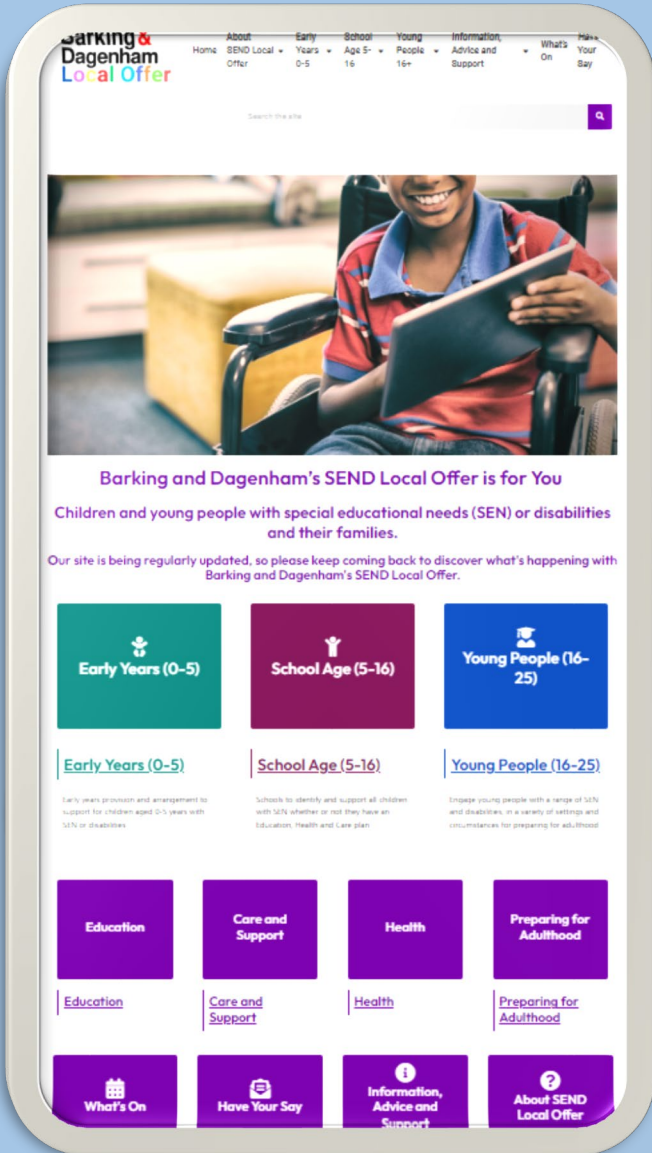


# Barking & Dagenham Local Offer

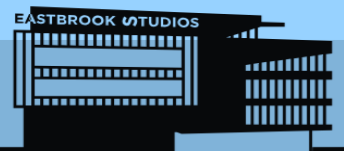
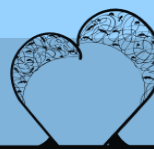


# Barking and Dagenham SEND Local Offer "You Said, We Did" Report Summary of Comments 2024

**One borough; one community;  
no one left behind**



Scan the QR code or go to  
<https://localoffer.lbbd.gov.uk>



## How the SEND Local Offer Reviewed 2024

### Process and Timeline 2024

Date	Actions
August 2024	<ul style="list-style-type: none"><li>✓ SEND Team and Website Team met and prepared the SEND Local Offer Annual Review.</li><li>✓ SEND Team and One Borough Team met and prepared the SEND Local Offer Annual Review Consultation.</li></ul>
September 2024	<ul style="list-style-type: none"><li>✓ SEND Team collaborated with a variety of stakeholders across education, health, social care, employment, housing etc to review and update the content of SEND Local Offer.</li><li>✓ SEND Local Offer Annual Review Public Consultation shared with children, young people and parents via Just Say Forum, Speak Up Forum, voluntary organisations and charities, education settings.</li></ul>
October 2024	SEND Team and Website Team adopted 'You Said We Did' approach to act upon and respond to all comments received.
November 2024	<ul style="list-style-type: none"><li>✓ On 5<sup>th</sup> November, SEND Local Offer 2.0 (draft) ready for test and feedback.</li><li>✓ SEND Team and Website Team tested and sought real user's experience with Just Say Steering Group and B&amp;D College Supported Internship Reach and RISE young people for improvement.</li></ul>
December 2024	On 5 <sup>th</sup> December, SEND Local Offer annual review was completed, SEND Local Offer 2.0 (final) launched, and SEND Local Offer Summary of Comments published.

### Accessibility of information and the content

SEND Team collated all information from across education, health and social care services, as well as from third sector organisations, children and young people and their families:

1. Respond to Area Inspection Report (published on 6<sup>th</sup> September 2024)
2. Suggested changes and amendments from services across education, health and social care, following the agreed format in 2023 co-production events with CYP and parents:
  - ✓ LBBB CYP and parents preferred SEND Local Offer styles: easy read, plain language, colourful with visuals/videos, short sentences, or bullet points.
  - ✓ If there is already a page about the service on the LBBB corporate website or NHS website, the service provides a valid link, a summary and/or a suitable image/logo.
3. Ongoing feedback received after SEND Local Offer 1.0 launched (5<sup>th</sup> December 2023), the Public Consultation report, suggested changes and amendments from CYP, parents and multi-agency professionals.
4. SEND Local Offer website statistical reports (data of views and engagement)

## You Said

1 ★★★★★

“...the recent work to improve the local offer is not sufficiently accessible to those who speak English as an additional language. This limits some families’ access to the right information to make informed decisions.”

(Area Inspection Report p.5, 4<sup>th</sup> point)

“Content read aloud tool to make the site more accessible to visually impaired users.”

(Ongoing feedback received after Local Offer 1.0 launched on 5<sup>th</sup> December 2023)

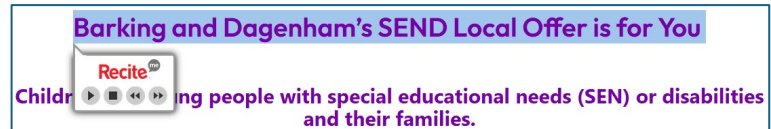
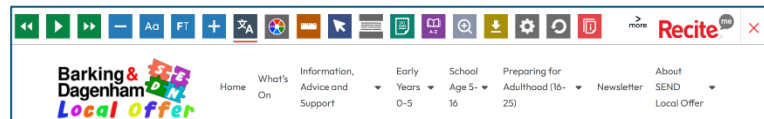
## We Did

We’re committed to listening and reviewing the accessibility of the Local Offer to ensure that all families find it sufficiently accessible.

We’ve added a new Website Accessibility Assistive Toolbar including an enhanced Translation function and a content read aloud tool to make the site more accessible:

Click to launch  
Recite Me →

Accessibility & Language



Recite Me Accessibility Toolbar User Guide all features:

Screen Reader



Translation (over 100 languages, including 65 text-to-speech voices)



Text Styling & Customisation



Focus Tools (Ruler, Cursor Options, Screen Mask, Text-Only Mode, Margins)



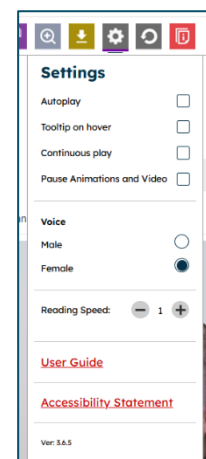
Reading Aids



Settings (Settings, Reset, User Guide)



Click or unclick your own settings →



2 ★★★★★

“easier to navigate.”

“Navigation.”

(Suggested changes from the Public Consultation September 2024)

We’ve improved the navigation menu on the header of the [Home Page](#) to improve the navigation:



We’ve added Page Content to most of the webpages to improve the navigation:

## Page Content

1. [LBBB Family Support Service](#)
2. [Children Clubs \(Specialist or Inclusive\)](#)
3. [Support if your child is disabled](#)
4. [Eligibility criteria for disability support](#)
5. [Additional needs registration for support](#)
6. [Organisations offering support and advice](#)
7. [Benefits for additional needs](#)

3 ★★★★★

“16- and 17-year-old health information”

“more about health and social care transition and housing”

(Suggested content to be added from the Public Consultation September 2024)

### Preparing for Adulthood (PfA)

We’ve worked across a very wide professional network (Education, Health, Social Care, Employment, Housing, Benefits etc) to enrich the SEND PfA local offer.

Highlights are Post 16 Education, Preparing for and Finding Employment, **Transition to Adult Health and Social Care Services**:



### Post-16 Education

- [Making Your Own Decisions](#) – we encourage and empower the young people to make their own decisions as possible
- [Transitioning into Post-16 Education](#) – we've added the PfA Focus of EHCP Annual Review and Young people aged 19-25
- [SEN Support in Colleges](#) – a new Post 16 SEN Options Booklet was added to assist young people in sourcing information
- Travel Assurances

### Preparing for and Finding Employment

- [Pathways to Employment](#) – we've highlighted 3 work-based learning and Access to Work
- [B&D Opportunities and Supported Employment](#) – B&D Opportunities is the B&D Council's dedicated training, jobs and business portal, with a specialist team to support adults with learning disabilities and autism



- [Specialist Team Support](#) – Local Supported Employment (LSE) programme for help adults to move into and stay in work
- [Career Opportunities Information and Advice](#)
- [Apprenticeships and Supported Internships](#) – we've added our popular B&D College Reach Supported Internship Programme and TAPLER Supported Internship Programme
- Explore Career Videos

### Transition to Adult Health and Social Care Services

We've been listening and added this new page mainly for the information about Health and Social Care transition. This page will be regularly updated.

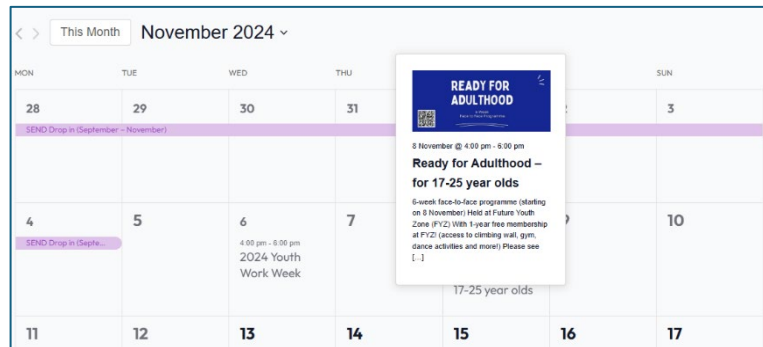
- Moving from Children services to Adult services
- Meeting a New Team
- Transitioning to a New Mental Health Team
- Transition to Adult Social Care – Transition Assessment
- Barking and Dagenham Adult Care and Support System

4 ★★★★★

“Build a calendar of relevant SEND events.”

(Ongoing feedback received after Local Offer 1.0 launched on 5<sup>th</sup> December 2023)

We’ve added a new Calendar function on [What’s On](#) to improve the organisation and promotion of SEND events:



★ We need more events to be added 😊

5 ★★★★★

“A section that is specific to professionals.”

(Suggested content to be added from the Public Consultation September 2024)

We’ve added new button and new content of Professional Zone on [Home Page](#) and [Information, Advice and Support](#) to provide quick information for multi-agency professionals.



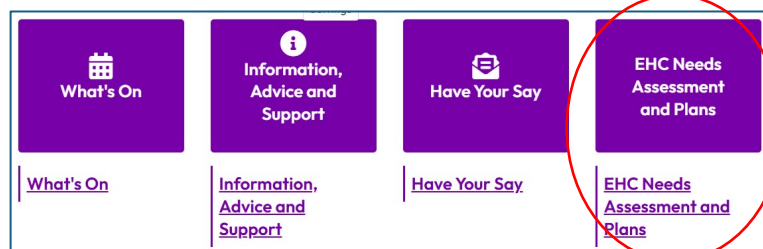
★ We need more input from professionals 😊

6 ★★★★★

“Information on ehc plan”

(Suggested content to be added from the Public Consultation September 2024)

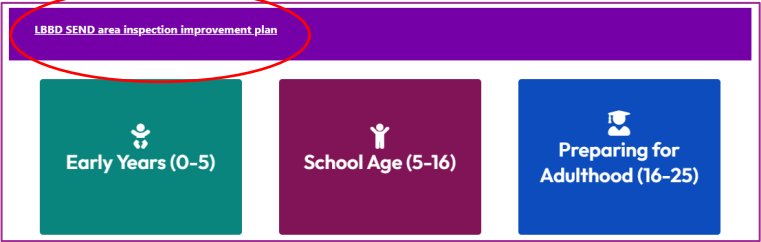
We’ve added EHC Needs Assessment and Plans on [Home Page](#) for easy navigation. We’ve also added “[What to include in each section of the EHC plan](#)”



The local council will let you know if your child can have an education, health and care plan within 16 weeks.

[What to include in each section of the EHC plan](#) (PDF)

★ We are an inclusive borough. The majority of children and young people with SEN or disabilities will have their needs met within local mainstream settings. Schools should take actions to meet their duties in relation to identifying and supporting all children with SEN whether or not they have an EHC plan 😊

<p><b>7</b> ★★★★★</p> <p><i>“Ofsted and CQC ask that the local area partnership updates and publishes its strategic plan based on the recommendations set out in this report.”</i></p> <p>(Area Inspection Report p.1 Inspection outcome)</p>	<p>We’ve added LBBD SEND inspection improvement plan on <a href="#">Home Page</a> to share how decisions are made and who is accountable and responsible for them, to demonstrate our transparency and accountability.</p> 
<p><b>8</b> ★★★★★</p> <p><i>“16 and 17 year old health information”</i></p> <p><i>“more about health and social care transition and housing”</i></p> <p>(Suggested content to be added from the Public Consultation September 2024)</p>	<p>We’ve linked directly to all our NHS health partners on <a href="#">Early Years 0-5 Health</a>, <a href="#">School Age 5-16 Health</a> and <a href="#">PfA 16-25 Health</a>: NHS North East London (NEL), NHS North East London Foundation Trust (NELFT), NHS Barking, Havering and Redbridge University Hospitals Trust (BHRUH).</p> <div data-bbox="614 846 1377 1176" style="border: 1px solid purple; padding: 5px;"> <p><b>NHS Reasonable Adjustments</b></p> <p>The Equality Act (2010) states all organisations including health and social care, such as hospitals and GP surgeries must take steps to remove the barriers individuals face because of disability.</p> <p><a href="#">Barking and Dagenham 0 to 19 Healthy Child Programme</a> – The 0 to 19 Healthy Child Programme in Barking and Dagenham is a health care programme that is offered to families/ carers with children from antenatal to 19 years of age.</p> <p><a href="#">NHS North East London (NEL) – Barking and Dagenham</a></p> <p><a href="#">NHS North East London Foundation Trust (NELFT) – Barking and Dagenham</a></p> </div> <p>We’ve added GP and Dentist finder to <a href="#">Early Years 0-5 Health</a>, <a href="#">School Age 5-16 Health</a> and <a href="#">PfA 16-25 Health</a>.</p> <p>We’ve added parents guides for oral, dental, eye and hearing care for children with learning disability/autism on <a href="#">Early Years 0-5 Health</a>, <a href="#">School Age 5-16 Health</a>.</p> <div data-bbox="614 1467 1377 1662" style="border: 1px solid purple; padding: 5px;"> <p><b>SeeAbility Parent's Guide</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Oral health and dental care for children with a learning disability, autism or both</a></li> <li>• <a href="#">Eye care for children with a learning disability, autism or both</a></li> <li>• <a href="#">Hearing care for children with a learning disability, autism or both</a></li> </ul> </div>
<p><b>9</b> ★★★★★</p> <p><i>“We would like to know more about sports clubs and leisure activities for our children with SEND.”</i></p> <p>(Ongoing feedback received from monthly SEND Drop-in</p>	<p>We’ve added and linked the following information on the <a href="#">Early Year 0-5 Care and Family Support</a>, <a href="#">School Age 5-16 Care and Family Support</a>, <a href="#">Preparing for Adulthood Participating in Community</a>.</p> <p>Highlights are:</p> <ul style="list-style-type: none"> <li>• Start for Life &amp; Family Hubs</li> <li>• Children &amp; Young People Disability Hub (CYPD Hub)</li> </ul>

<p>sessions, from February to December 2024)</p>	<ul style="list-style-type: none"> <li>• B&amp;D Collective – Children and Young People Collective Activities</li> <li>• Family Information Service online portal</li> <li>• Children and Youth Clubs (Specialist or Inclusive)</li> </ul>
<p><b>10</b> ★★☆☆☆☆</p> <p><i>“We want to know about the support services or provision in our neighbouring areas.”</i></p> <p>(Ongoing feedback received from monthly SEND Drop-in sessions, from February to December 2024)</p>	<p>We’ve linked to our neighbouring borough Local Offer websites on our <a href="#">Information, Advice and Support</a> with the existing SEND Local and National Support information.</p> <div style="border: 1px solid purple; padding: 5px; margin: 10px 0;"> <p style="text-align: center; color: purple;"><b>Our Neighbouring Boroughs</b></p> <p><a href="#">Havering Local Offer</a></p> <p><a href="#">Newham Local Offer</a></p> <p><a href="#">Redbridge Local Offer</a></p> </div>
<p><b>11</b> ★★☆☆☆☆</p> <p><i>“Local authorities must keep the Local Offer under review and publish comments relating to content of the Local Offer, accessibility of information in the Local Offer and how the Local Offer has reviews, also the action they intend to take.”</i></p> <p>(SEND Code of Practice Chapter 4)</p>	<p>This document is the statutory Summary of Comments (5<sup>th</sup> December 2023 – 5<sup>th</sup> December 2024).</p> <p>We’ve updated the content of the following pages:</p> <p>Early Years:</p> <ul style="list-style-type: none"> <li>✓ <a href="#">Childcare and Education</a></li> <li>✓ <a href="#">Care and Family Support</a></li> <li>✓ <a href="#">Charities and Local Organisations</a></li> </ul> <p>School Age:</p> <ul style="list-style-type: none"> <li>✓ <a href="#">Education Schools</a></li> <li>✓ <a href="#">Education High Aspirations and Expectations for Children with SEN</a></li> <li>✓ <a href="#">Education SEN Support in Schools</a></li> <li>✓ <a href="#">Education Support for Schools and Settings</a></li> <li>✓ <a href="#">Education Health and Care Needs Assessment and Plans and Annual Review</a></li> <li>✓ <a href="#">Care and Support</a></li> </ul> <p><a href="#">Information, Advice and Support</a></p>
<p><b>12</b> 🧑🧒🧑🧒</p> <p>Our focus of this 1<sup>st</sup> annual review (2024) is to respond to the Area Inspection Report, ongoing feedback from children, young people and parents after the 1<sup>st</sup> launched, the Public Consultation, and to improve overall accessibility and comprehensiveness involving services across education, health and social care.</p> <p>The following suggestions we may consider in the next annual review as it involves the re-design of the Local Offer and available resources:</p> <ul style="list-style-type: none"> <li>• ‘Possible integration of an AI chatbot to answer parent’s questions and guide them to the correct areas / contacts.’</li> <li>• ‘Explore the possibility of a live chatbot for instant assistance.’</li> <li>• ‘Bookmark information so we can come back to it at a later date.’</li> </ul>	



# SEND Local Offer Website - Share your views

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## SURVEY RESPONSE REPORT

01 September 2024 - 29 September 2024

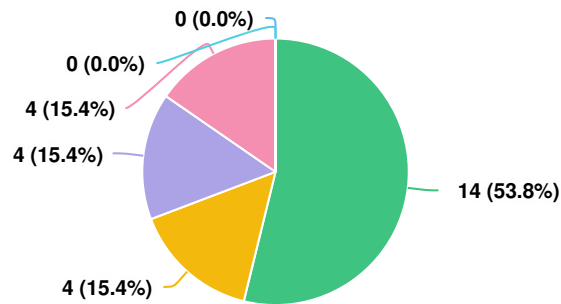
### PROJECT NAME:

SEND Local Offer Website



# SURVEY QUESTIONS

**Q1 | How did you first hear about the SEND Local Offer website?**



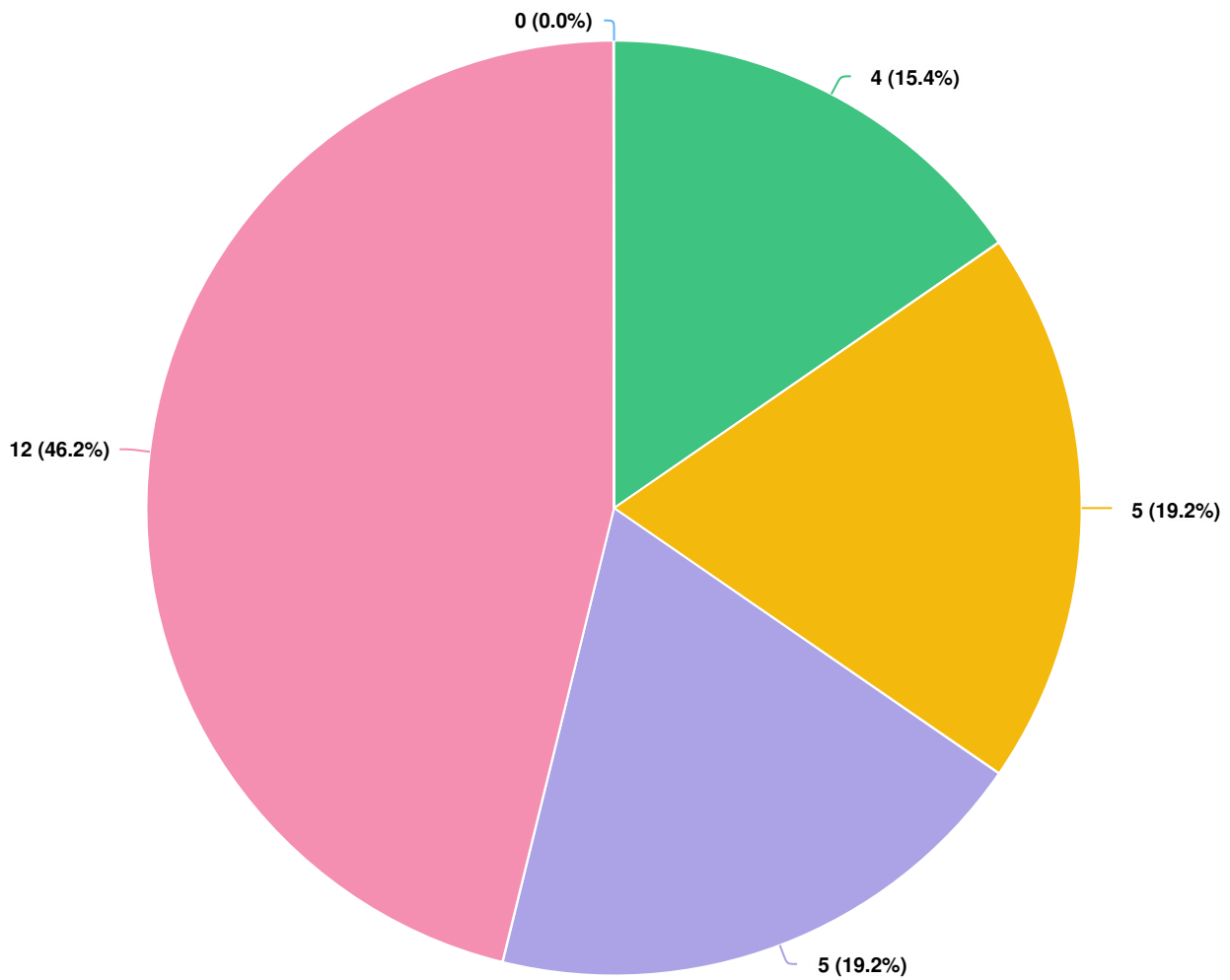
**Question options**

- From an education provider (nursery, school, college) or a teacher
- At an in-person event (e.g. SEND Drop-in, coffee morning or parents evening)
- From another support service and professional
- Other (please provide details)
- An internet search engine
- A group on social media (e.g. Just Say Parent Carer Forum, Speak Up Young People Forum)

Optional question (26 response(s), 1 skipped)

Question type: Radio Button Question

**Q2** In the past 12 months, how many times have you used the Local Offer website ?



**Question options**

- Weekly
- Monthly
- Every few months
- Never
- Daily

Optional question (26 response(s), 1 skipped)  
Question type: Radio Button Question

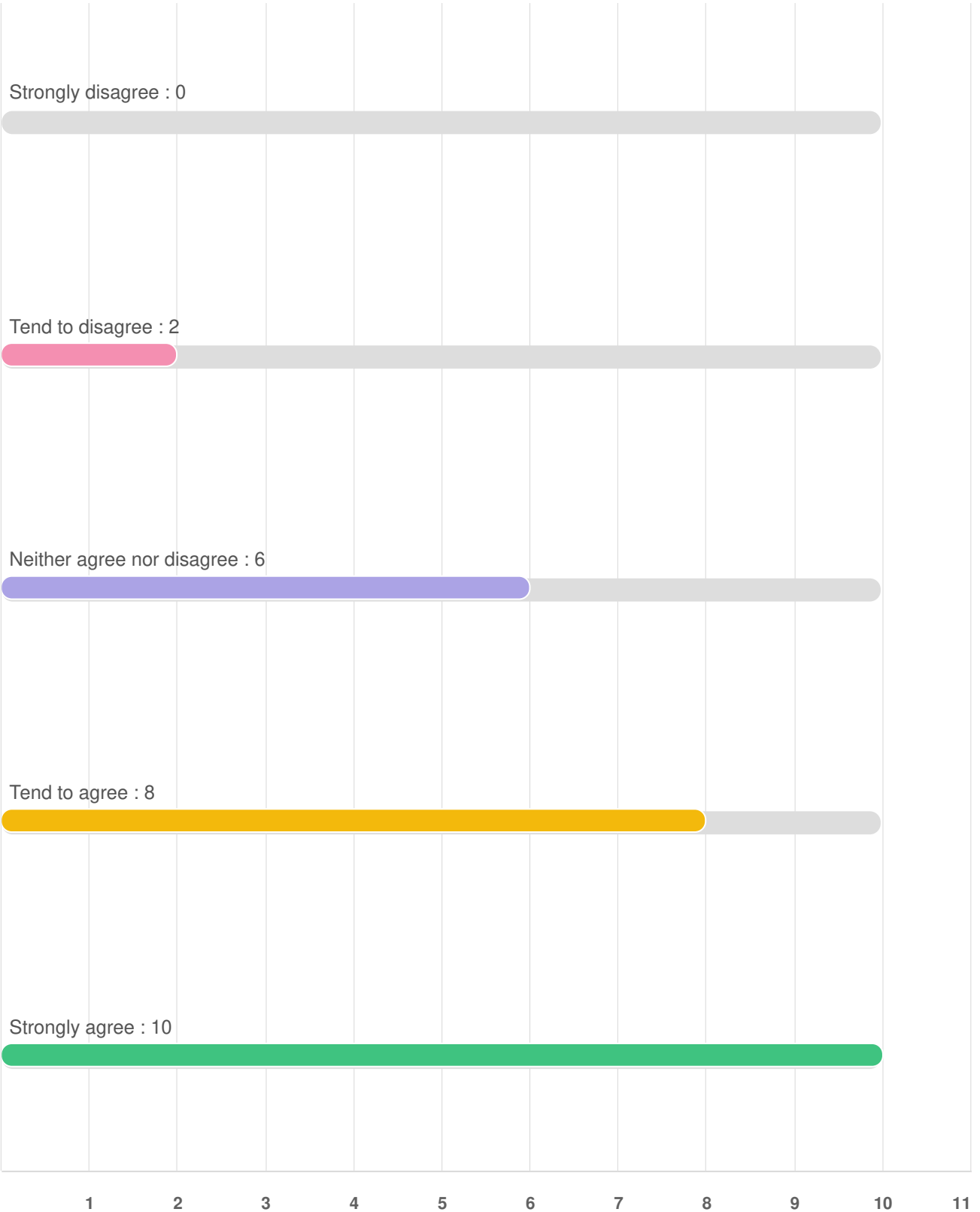
**Q3** When visiting the website, to what extent do you agree with the following statements?



Optional question (26 response(s), 1 skipped)  
Question type: Likert Question

**Q3 | When visiting the website, to what extent do you agree with the following statements?**

**The information is easy to understand.**





**The design and appearance of the website is attractive.**

Strongly disagree : 0



Tend to disagree : 1



Neither agree nor disagree : 4



Tend to agree : 10



Strongly agree : 10



1 2 3 4 5 6 7 8 9 10 11



**It is to find the information I am looking for.**

Strongly disagree : 0



Tend to disagree : 2



Neither agree nor disagree : 5



Tend to agree : 11



Strongly agree : 8



1 2 3 4 5 6 7 8 9 10 11 12

### The information is accurate and up to date.

Strongly disagree : 0



Tend to disagree : 2



Neither agree nor disagree : 5



Tend to agree : 8



Strongly agree : 11



1 2 3 4 5 6 7 8 9 10 11 12

### It is easy to provide feedback on the Local Offer website.

Strongly disagree : 0



Tend to disagree : 3



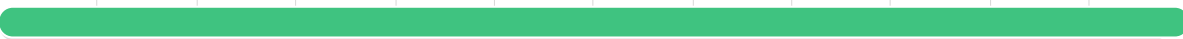
Neither agree nor disagree : 5



Tend to agree : 6

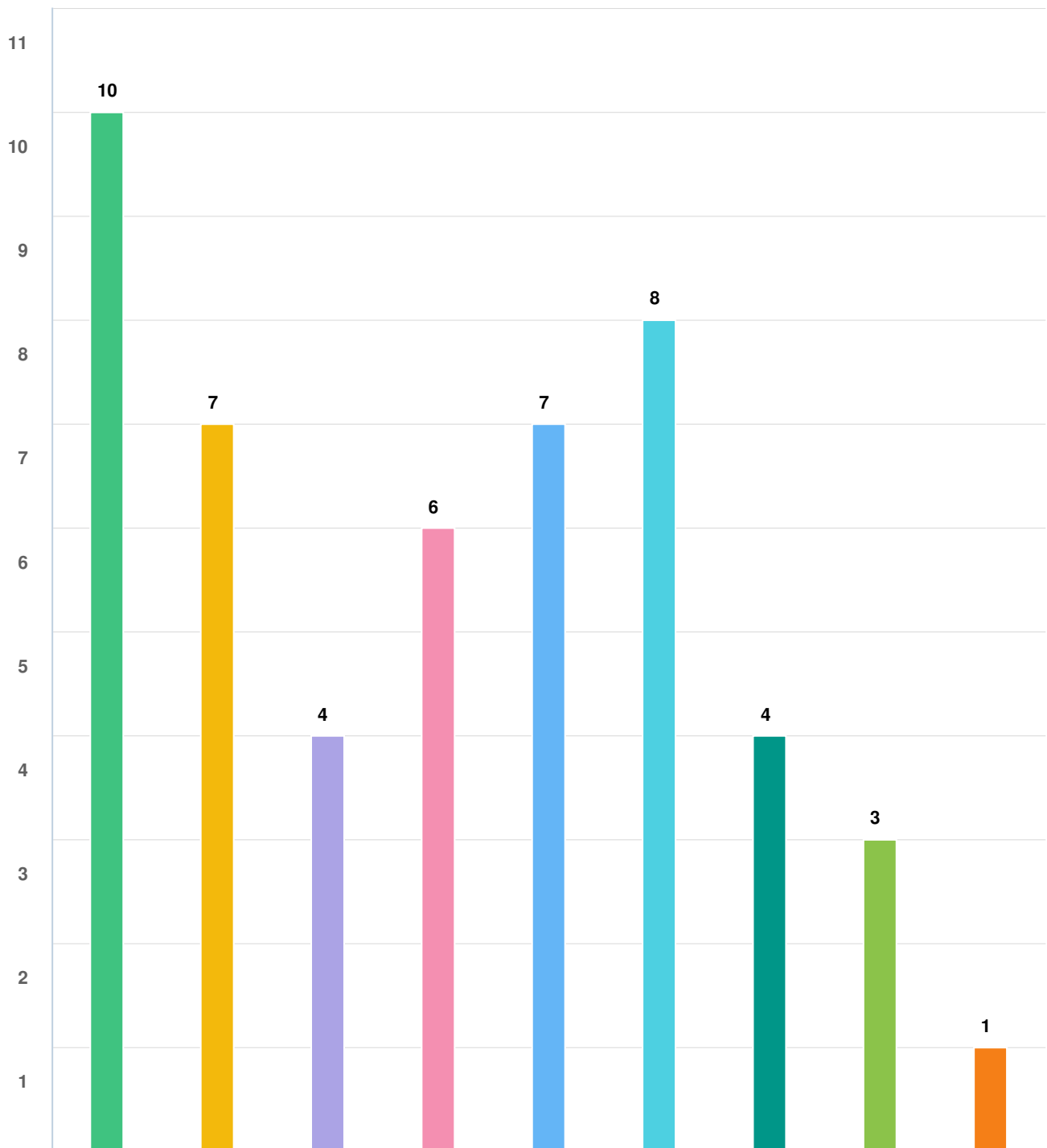


Strongly agree : 12



1 2 3 4 5 6 7 8 9 10 11 12 13

**Q4** Which sections of the SEND Local Offer website do you find the most useful? (Please select all that apply)



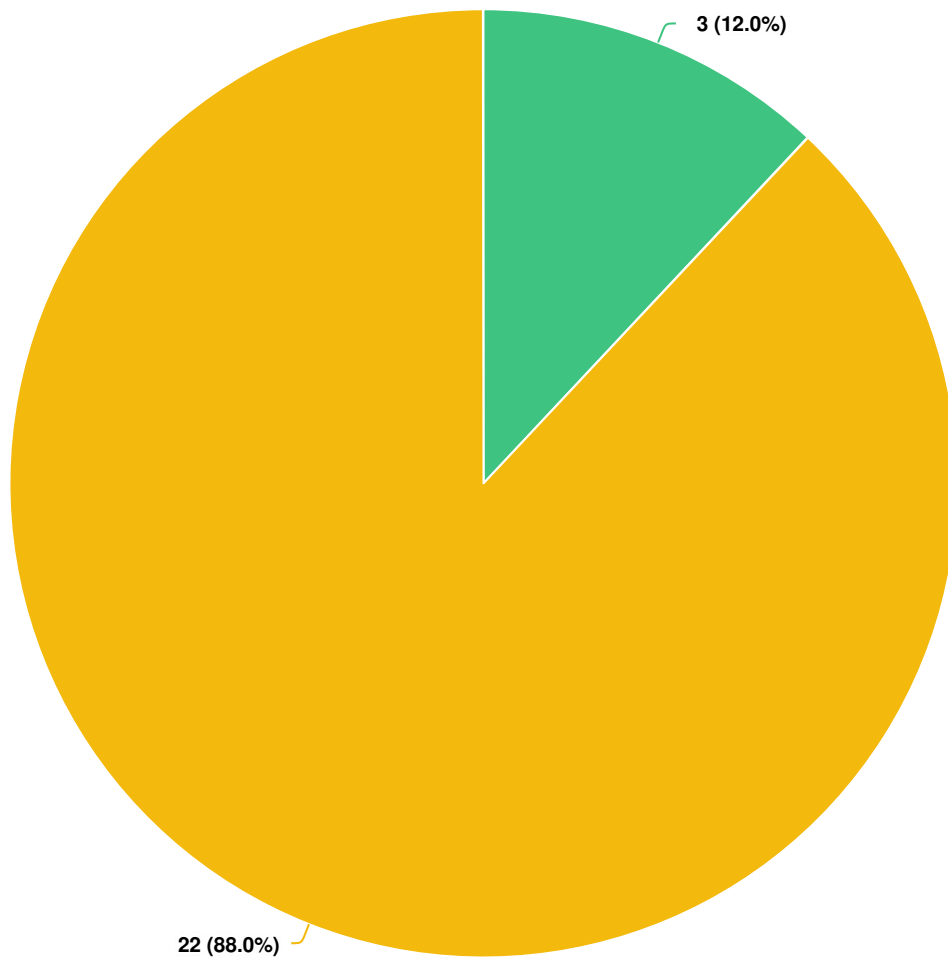
**Question options**

- Other (please provide details)
- Have Your Say
- Preparing for Adulthood
- Information, Advice and Support
- Young People 16+
- School Ages 5-25
- Early Years 0-5
- What's On
- About SEND Local Offer

Optional question (26 response(s), 1 skipped)

Question type: Checkbox Question

**Q5** | Is there anything you would change about the SEND Local Offer website?



**Question options**

- No
- Yes

*Optional question (25 response(s), 2 skipped)  
Question type: Radio Button Question*

**Q6** | What would you change, and why?

Screen Name Redacted                      easier to navigate  
9/10/2024 12:22 PM

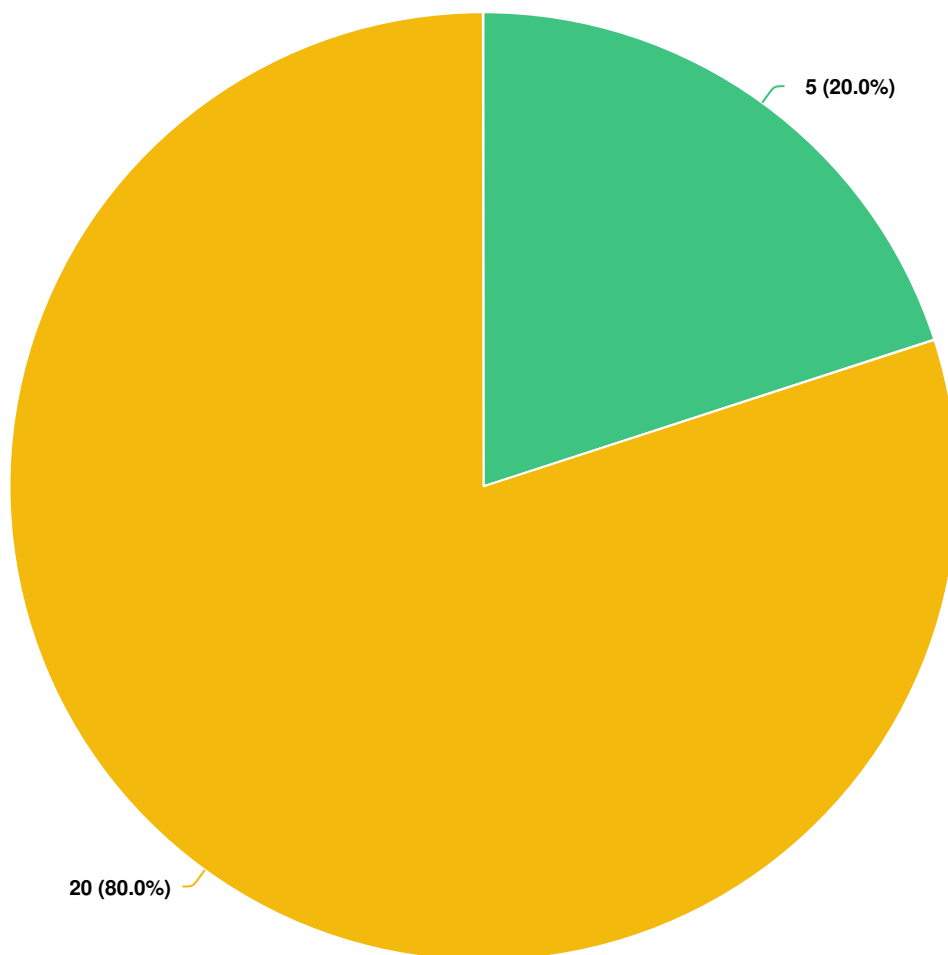
Screen Name Redacted                      The advertising making people aware of the site and the  
9/11/2024 08:35 AM                              team/company etc.

Screen Name Redacted                      Navigation  
9/11/2024 08:37 AM

**Optional question** (3 response(s), 24 skipped)

**Question type:** Essay Question

**Q7** | Is there anything you would like to see added to the SEND Local Offer website?



**Question options**

- No
- Yes

*Optional question (25 response(s), 2 skipped)*  
*Question type: Radio Button Question*

**Q8** | What would you add, and why?

Screen Name Redacted                      A section that is specific to professionals  
9/10/2024 01:17 PM

Screen Name Redacted                      Information on ehc plan  
9/14/2024 08:02 AM

Screen Name Redacted                      16 and 17 year old health information  
9/29/2024 09:04 AM

Screen Name Redacted                      more about helath and socail care transition and housing  
9/29/2024 09:09 AM

Screen Name Redacted                      Any housing for autistic people?  
9/29/2024 09:19 AM

**Optional question** (5 response(s), 22 skipped)

**Question type:** Essay Question



**Q9** | Do you have any other comments about the SEND Local Offer?

Screen Name Redacted

No

9/10/2024 05:23 PM

Screen Name Redacted

Good and keep it on!

9/11/2024 02:01 PM

Screen Name Redacted

I don't have any idea

9/11/2024 08:25 PM

Screen Name Redacted

Nothing

9/13/2024 05:46 PM

Screen Name Redacted

I never receive SEND offer , this is first tome I receive this information

9/13/2024 08:23 PM

Screen Name Redacted

No

9/14/2024 08:02 AM

Screen Name Redacted

Very informative and improvement from before

9/29/2024 09:04 AM

Screen Name Redacted

keep improving thank you

9/29/2024 09:09 AM

Screen Name Redacted

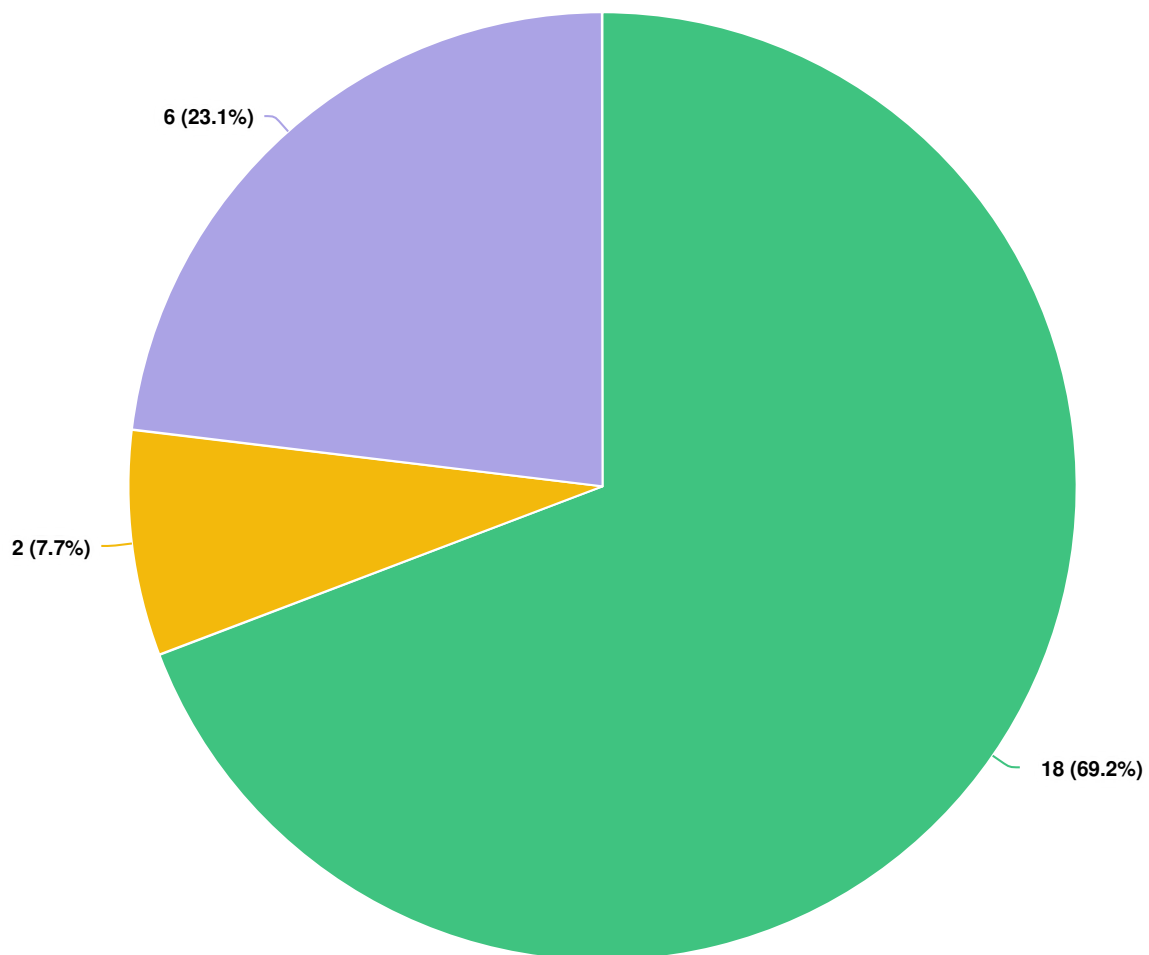
No.

9/29/2024 09:19 AM

**Optional question** (9 response(s), 18 skipped)

**Question type:** Essay Question

**Q10** Please tick whether you are...

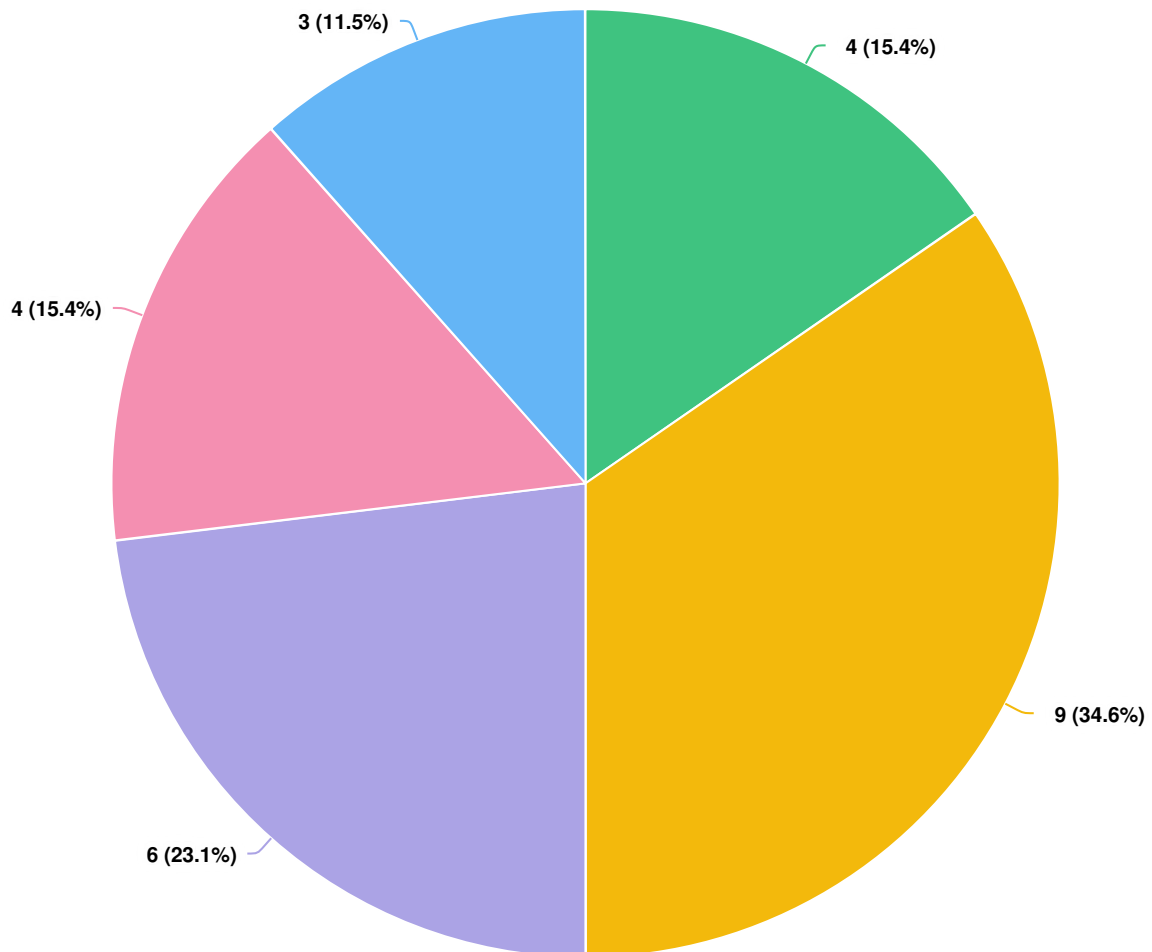


**Question options**

- Working with a child or young person with SEND
- A child or young person with SEND
- A parent/carer

Optional question (26 response(s), 1 skipped)  
Question type: Radio Button Question

**Q11** What is your age band, or the age of the child you support?

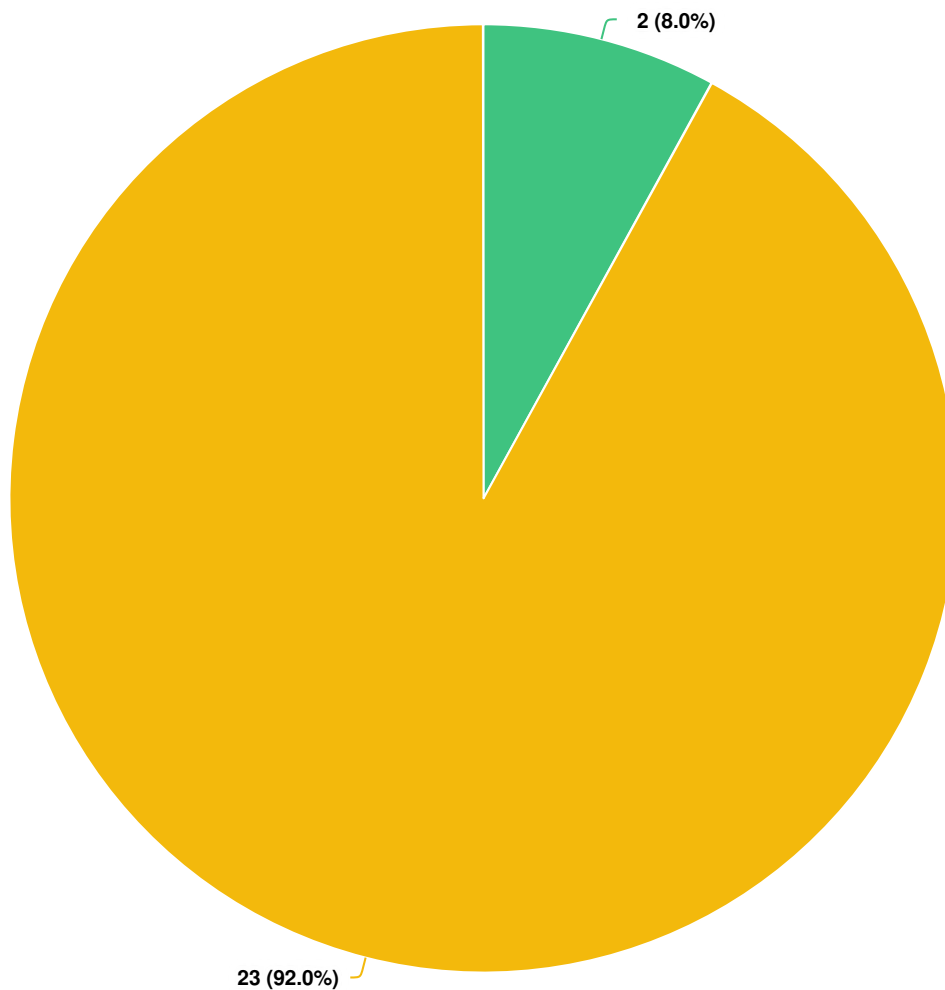


**Question options**

- Over 25
- Age 17-25
- Age 12-16
- Age 6-11
- Age 0 - 5

Optional question (26 response(s), 1 skipped)  
Question type: Radio Button Question

**Q12** | Do you use any adaptations to make it easier for you to access the internet? (For example, large font, closed captioning, software for speech.)



**Question options**

- No
- Yes

*Optional question (25 response(s), 2 skipped)*

*Question type: Radio Button Question*