



Medway Local Offer 'You said, We did' Annual Report May 2019

The Local Offer is a resource that is continuously being developed and, under the Children and Families Act 2014, local authorities have a duty to consult and co-produce the Local Offer with parents/carers, young people and professionals.

Therefore, as we develop and expand the Local Offer, we value your views and suggestions so the site is built based on the needs of parents, carers, professionals and young people in Medway.

Your feedback and suggestions about the Local Offer are really important, see how we use your comments here in our **You said, We did** report:

You said	We did
Medway's Local offer is currently hosted across two sites: the council website and the Family Information website. This makes it difficult to navigate.	We moved the site so all the information pages are hosted on the Medway Council website and links to searches go to a Local Offer directory within FIS database.
There is no information on how to access The Local offer if you don't have internet access	We are putting together a communications plan to promote the new site via leaflets, adverts and articles and these will explain how to access the site from libraries if users have no internet access.
It is not clear how to provide feedback on the Local Offer specifically if there is a broken link, out of date or missing information.	The Local Offer feedback link is on every page where users can find out how their feedback shapes the site and there is a link to a short feedback survey. The About the Local Offer page explains how to provide feedback too.
There is no Accessibility Statement on The Local Offer	The Medway Council website accessibility statement is located at the bottom of each page.
The Local Offer does not offer the ability to increase font size, change language or use sound etc. to allow people with differing needs to access it	Users can change settings on their own devices to make the site more accessible, however, we are also investigating the possibility of assistive technology for the site.
There is no clear telephone number to contact should you require assistance, provide feedback or cannot access The Local Offer on the internet	There is an email address and users can request a phone call by email. There is no Local Offer phone number that is consistently managed.
There is an email address for feedback but it is not clear that this is for feedback on The Local Offer and what happens when an email is submitted.	The email address is at the bottom of the homepage and on the feedback pages where it explains how to add a service, update a service or give feedback on the site.
There are no responses to comments published or actions plans on the actions Medway intends to take following feedback.	A You said, We did, document will be published annually.

<p>There is no consistent format on how the Local offer Information is displayed.</p>	<p>We have changed the information pages so the style is consistent across the site and consistent with the Medway.gov site pages.</p>
<p>The links to the schools Disability Information Reports are sporadic. Majority of links go to schools home webpage and not the Disability Information Reports</p>	<p>All primary schools and secondary school sites have been viewed and there is a now link to SEND information for each school on the directory. Some schools combine their information report and their SEND Policy in those cases the link goes to the school's policy pages.</p>
<p>There is no information specific Post 16 section.</p>	<p>We have created a Preparation to Adulthood section for those transitioning to adulthood and there is information in the Education section regarding Post 16 colleges.</p>
<p>There is no information about traineeships, apprenticeships and supported internships.</p>	<p>We have created a section on where to work or train in the Preparation to Adulthood section.</p>
<p>The information about out of area educational provision is incomplete. It is not contained in education section where most people would naturally look.</p>	<p>There is now a section in Education on Provision outside Medway.</p>
<p>There is no information on the Section 41 List.</p>	<p>There is a link to the Section 41 List in Education under Provision outside Medway.</p>
<p>In area health provision information is not complete.</p>	<p>We have included information on ASD, ADHD and SEMH plus all different services available in the area including services for everyone, targeted services and specialist services in the Health & Wellbeing section.</p>
<p>Eligibility criteria and referral pathways are not available for health services and therapies.</p>	<p>We have included information on how to get referred on services pages or linked through to the Medway Community Health website pages where information on referrals is shown.</p>
<p>In area social care links are available but not coherent i.e. the short breaks statement is in a different section to the information on 0-25 disability team.</p>	<p>Our Social Care section has information on all services associated with social care including short breaks.</p>
<p>Information on how to request an EHCP and the assessment process is not easy to find on The Local Offer but can be accessed via Google.</p>	<p>We have included a new EHCP section which has detailed information on the whole process. There is also a link to a feedback survey on the EHCP process.</p>
<p>Identifying and Assessing SEN information is not available.</p>	<p>We have created a What SEND is page.</p>
<p>Personal budget information only provides information on social care personal budgets and no information on how to access personal budgets for education or personal health budgets.</p>	<p>There is a new personal budget information in the ECHP section explaining how it works.</p>

<p>The travel assistance policy cannot be accessed via The Local Offer and information in arrangements for travel to and from educational settings is not present. The policy is for under and over 16 and there is a requirement for these to be separate policies.</p>	<p>There is information on travel in Education and in the Preparation for Adulthood sections. The Transport section in Education links through to SEN travel and there is information on how to apply for both under and over 16.</p>
<p>There is no information available regarding the support available for parents and young people who are transitioning from nursery to primary, primary to secondary and secondary to Post16/19.</p>	<p>We have now information on transitions between stages in the Education section of the site.</p>
<p>Information and Advice Service contact is not available on The Local Offer.</p>	<p>IAG is now in Preparation for Adulthood under where to work or train and the service can also be found by searching the directory.</p>
<p>There is no information about support groups for children or parents</p>	<p>There is a new family Support Section with local and national support, information and advice services.</p>
<p>Information on Mediation is present but not in the correct section.</p>	<p>We have put information on Mediation within the EHCP section.</p>
<p>Support that should be provided by schools at sen support level is available but under "other information" and not in the correct section.</p>	<p>SEN Support can now be found in the Education section.</p>
<p>Visual appeal and usability is not good. There is no consistent look and the search terms are not consistent.</p>	<p>The visual appeal is now consistent with Medway.gov branding guidelines and the directory has the Local Offer Logo on each page to reinforce consistency.</p>

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