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. Once a year, we take part in an Eastern Counties Peer Review of our Local Offer.
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 on our website please use the comments button on the Local Offer pages to let us know. Our website is currently undergoing a major re-structure so that in the future it will be more user-friendly and accessible. Your thoughts and comments on achieving this are welcome. Please contact infoservices@cambridgeshire.gov.uk.
Gathering views and working together

Throughout the year we received comments and feedback about SEND provision via the Local Offer website. We also carried out SEND surveys and evaluations with parents and carers via the Special Educational Needs Information and Advice and Support Service (SENDIASS) and Personal Outcomes Evaluation Toolkit (POET). POET is a way of gathering parents’, carers’ and young people’s thoughts about the delivery of their Education, Health and Care Plan.

In 2017 we brought a range of SEND Services together in order to deliver a more effective, timely and coordinated service to families. A parent carers’ focus group was set up by Pinpoint, Cambridgeshire’s Parent Carer Forum. This group brought together representatives of parents and carers and the local authority to work together from the start to establish agreed principles, persistent areas of concern and potential flashpoints. It is ongoing work that is informing the development of an SEND Charter and Framework.

Summary of the views of parents, carers, children, young people and adults

Below are some of the things parent carers, children, young people and adults have told us. Seven main themes have been identified:

1. Information on who does what, when, where and how (the Local Offer)
2. Multi-agency involvement
3. Supporting mental health
4. Seamless life-long services
5. Support in the local community
6. Well-being and achievement
7. Accountability
You said……
you want better information on who does what, when, where and how

Making a difference
Here are some of the things that happened in 2017 as a result of what parents, carers, children and young people have said to us:

We have….

- published a ‘Who we are and what we do’ on the Cambridgeshire County Council website and circulated to schools, settings, Health and social care providers.

- published an SEND Framework that sets out what provision 0-25 years and into adulthood can be reasonably expected from early years providers, schools and settings, Further Education (FE), trainers and employers, the local authority, Health, social care and the voluntary and community sector. It covers at all levels of need including Universal – that which is available to all

Next we will….

- work on the structure of our Cambridgeshire County Council SEND webpages (Local Offer) so that they are more appealing to the users and the information is easier to find.
You said......
you want better support for mental health

We have....

- established a mental health Thrive model

- launched a new training programme for settings, schools, parents and professionals working with children who present with difficult or dangerous behaviour. Cambridgeshire Steps is a therapeutic approach to behaviour management and uses techniques such as anxiety mapping and “roots and fruits” to understand the form and function of a child’s behaviour and put in place a really effective support plan.

- worked with a number of primary schools on a Health Education England project, introducing Positive Behaviour Support and integrating the work of Children and Adolescent Mental Health Service (CAMHS) trained Clinical Psychologists with SEND Services District Teams to provide training and surgeries.

Next we will....

- work with the Anna Freud Centre during the next round of the highly regarded Schools Link Programme, which will bring school and college partners together with colleagues in the mental health arena to break down barriers, increase knowledge and understanding of pressures in the system and improve outcomes for children and young people.
You said......
you want seamless life-long services

We have....

- joined our social work teams under one SEND 0-25 Service. Social workers from the Young Adults Team now become involved when the young person is 16 years old. They complete the adult assessment and support plans with families well in advance of the young person’s 18th birthday, achieving a gradual introduction to the new social workers and a smoother transition to adult services.

- we added a ‘Moving on to Work’ to our well received resource ‘Moving On’. It has been created to give young people, parents, carers and other professionals the information they need about work related study programmes, providers of employability skills and benefits related to supported employment.

- we developed a Vocational Profile tool, to assist service users in identifying their job searches, focusing on their skills, strengths, support need and challenges. The document has been widely circulated across schools and services to enable young people to fill out as they progress into different settings thereby creating a pathway into work based on their skill build up and employers will have a recognised document to assist them with planning support.

- we set up a countywide employment Forum to specifically address the needs of service users in relation to employment, where providers share their work and work collaboratively on projects related to employment/work.

- we provided a series of workshops and skills sessions on work opportunities and employment for our Area Special Schools. We also provided training for key staff across the county in specialist employment support techniques and practical on the job training through our training providers the British Association of Supported Employment.
You said......
you want support in the local community

We have....
- started a two year Positive Behaviour Support Project (2017 – 2019) with a small group of children and young people with significant learning disabilities whose challenging behaviour is placing them at high risk of exclusion. The project uses a Positive Behaviour Support approach around understanding and managing challenging behaviour, and evaluating local provision to understand what works locally and what the barriers may be.

You said......
you want improved well-being and achievement for your child

We have.....
- added further to our Dyslexia information to schools and settings. This information has been coproduced with parents, carers and young people
- Co-produced a toolkit for schools and settings on identifying and responding to Special Educational Needs and Disability
- co-produced a Wheelchair Charter with parents, carers, children and young people
- developed a clearer Continence Pathway
You said……
Better multi-agency involvement

We have….
- Established a special educational needs joint commissioning group with representation from parents and partners in Health social care and Local Authority Specialist Services.

We have….

- carried out, with participation from parent carer representatives, a detailed Self-Evaluation Framework (SEF) of our effectiveness in meeting the SEND Code of Practice (2015) and Equality Act (2010). The SEF spanned provision from the local authority, Health, schools and other educational settings 0-25 years. We have used the findings to prioritise our next actions.

- continued to use the Personal Outcomes Evaluation Tool (POET) with families. POET is a quick questionnaire that asks how Education Health and Care Plans are working and whether they have made a difference to children and young people’s lives. Children, young people, families and carers are sent a POET questionnaire each time their EHCP is reviewed or they can complete it online via the Local Offer. We have used our results to help set our priorities and improve what happens locally as well as influencing the national implementation of the SEND reforms.
**Inspection of provision**

In March 2017 the Department of Education (DfE) and the Clinical Care Commission (CCG) carried out an Inspection of SEND provision 0-25 years across the area from Health, the Local Authority, schools and settings and Further Education. It included provision for those with an Education Health and Care Plan and those at SEN Support (those with special educational needs but below the thresholds for and EHCP).

As part of the inspection, Inspectors spoke with children and young people who are receiving the services, parents and carers, and officers and leaders from Cambridgeshire County Council and the Cambridge and Peterborough Clinical Commissioning Group. They visited a range of providers and spoke to leaders, staff and governors about how they were implementing the Special Educational Needs and Disability (SEND) reforms.

They found that the outcomes for children and young people in Cambridgeshire with special educational needs and/or disabilities (SEND) are improving and strong leadership from organisations and agencies involved in supporting them is making a difference. It was felt that we understand well the issues around the development of Special Educational Needs and Disability (SEND) services. We are clear about what we still need to do. All organisations understood that while they might not have been quick enough to implement improvements needed around the reforms of 2014, there are now credible plans in place to make rapid improvement; and that the actions being taken are making a difference.

Main findings included:

- Leaders collaborate effectively with parents to develop services that meet the needs of children and young people, such as the design of a lifelong pathway for SEND.
- Providers and local area officers make sure that the views of parents and carers, children and young people are included in the plans.
- Safeguarding for this group is given a high priority – particularly for those placed out of county with regular visits and scrutiny of providers.
- Children and young people with SEND progress as well as others at secondary schools and colleges. However, the
children receiving SEN support make less progress than all pupils nationally during key stage 2.

- Young people are well supported into adulthood with high proportions in work, further education or in training.
- Specialist health services are providing care within the target 18 weeks.
- Health professionals hold joint clinics to identify those with SEND needs early.
- A high proportion of new education, health and care plans (EHCPs) are completed within the required 20-weeks.
- Specialist services provided by education, health and social care professionals are of high quality and are well regarded.
- Professionals across the local area are organised in geographical teams and make sure that there is close joint working between agencies, including services that are available to all and some targeted at specific groups.
- Professionals share information about individual children and young people, making their work more cohesive and ensuring that needs are met more effectively.

Inspectors found that senior leaders in the local area are working well together to improve services:

- As a result of local area leaders and school leaders working together to support children exhibiting challenging behaviour, the number of permanent exclusions has reduced by three quarters in a 12-month period.

Since the SEND Inspection we have continued to work closely with parents and carers and partners across services to address the areas noted for improvement. Our SEND Action Plan sets out the goals to be achieved and how we intend to get there.

What we will do next

With the involvement of parents, carers and partners across services we have identified seven themes for a two year SEND Action Plan going forward. The full action plan will be uploaded shortly.

Theme 1
Parents, carers, children, young people and adults with SEND are confident that they are listened to and that there is a timely and coordinated response appropriate to need from Health, settings, schools, colleges and the Local Authority.

Theme 2
Roles and responsibilities for the Local Authority, Health, Early Years, schools and other settings are clearly communicated and consistently followed by all.

Theme 3
Children, young people and young adults with Social Emotional and Mental Health needs (SEMH) and their families have their needs understood and met in a timely way enabling them to lead fulfilled and resilient lives.

Theme 4
Well planned and efficient joint commissioning by Health and the Local Authority ensures that there are improved outcomes for children and young people with complex needs and their families.

Theme 5
Children and young people at SEN Support (those who do not meet the criteria for an ECH Plan) achieve learning and wider life outcomes that are in line with or better than national data.

Theme 6
Parents and carers are satisfied with the arrangements for and outcomes from Education, Health and Care (EHC) Assessments and Plans.

Theme 7
Children, young people and families report that they experience seamless transitions.
**Getting involved**

We would like as many people as possible to be involved in shaping our SEND 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](http://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](http://www.cambridgeshire.gov.uk/localoffer)