

Welcome to the SEND Local Offer Annual Report 2018. This report gives you an update on what we have achieved this year and our plans for the future.

Achievements:

- We successfully use Facebook to promote the SEND Local Offer. On average each post reaches over 1,000 people
- We have worked with the South East Regional Network on peer to peer review and support to ensure that the Local Offer continues to improve
- We have increased accessibility of the Local Offer by including videos on key issues
- An introduction of an online feedback form is now in place, which can be accessed and completed without leaving the Local Offer site
- Following feedback from parent/carers we have restructured areas of the Local Offer to make them easier to navigate and more user-friendly. This includes an introduction to filters and pin boards to support ease of use
- Our website, milton-keynes.gov.uk has been awarded a maximum score for accessibility by SOCITM (a national awarding body)
- The Milton Keynes Local Offer lead attended a training network event in Norfolk to look at further development of the Local Offer

Plans for the future:

- Develop further links with the South East Region Network in order to continue to receive peer review and support
- Enhance the accessibility of the local offer by reducing the number of 'clicks' needed to access information
- Introduce more visuals both pictures and video clips
- Develop further the Local Offer for the children and young people to make it more user friendly and targeted to what they want
- Work with specialist provisions to provide overviews in addition to the links to their websites so parents can more easily use Local Offer to find out about the choices of provision within Milton Keynes
- Work with schools and settings to create a statement for parents so they can use the Local Offer to find out about the choices of provision within Milton Keynes
- Develop the Inclusion and Intervention team's profile within the Local Offer so schools have key information on who the team are and what they do
- Promote the benefits of the Local Offer to increase usage by parents through network meetings
- Offer training to settings on how to use Local Offer to maximise impact
- Create a SEND Handbook, accessible through the Local Offer that coordinates all guidance documents and provides templates for SENCOs which will promote a consistent approach

Our vision is that the Local Offer will be your first port of call

Summary of feedback

You said: Some of the links to services have not worked

We did: A complete audit of the site ensuring all links to sites were working and where we found a problem it was fixed

You said: Finding Parent Training is difficult to navigate

We did: Created two clear pathways to get to parent training making it clearer to find in our 'Support and Advice' page

You said: Finding Information on schools is time consuming as you have to link to school website

We did: In partnership with all our Head Teachers we have planned for schools to create an Inclusion Statement that gives a brief summary of the provision schools offer for children with SEND

You said: Finding documents is difficult and time consuming

We did: Our working party are creating a SEND Handbook so everything will be in a centralised place for schools, settings and parents

You said: More information is needed for young people

We did:

- Set up links with our Youth Participation group who advise and share what they want on the Local Offer
- Have created a working party which include representatives from PACA and SENDIAS that listen to views of our young people and parents to better develop the offer
- Link with key charities and organisations to share upcoming events through our Facebook page
- In the process of adding a diary of events to our web page for Young People to access

Most popular pages on site

Page	Views
Education	8,558
Information for schools and settings	5,500
EHC Needs Assessment	4,237
Early Years	2,110
SEND Services	1,909
Children and young people with SEND in schools and settings	1,741
Early Years Information Pack	1,506
Specialist Teaching Team	1,115
Policies and strategies	1,073
Young people's local offer	886