

Darlington Local Offer

Improving the Local Offer information - what you said and what we have done

EHCP

1.

You said: When typing EHCP in the search bar, first result is Middlesbrough College. Need to type Education and Health Care Plan process in full to bring back as first result.

Action required: Amend entry on local offer so EHCP is listed first.

Action Taken: Amended record so EHCP now appears first. Task Completed.

2.

You said: 'Button' required on home page for EHCP to take users to all information about EHCP, One Plans and SEN process.

Action required: Review content on DBC web pages to ensure all relevant information is on the SEN pages.

<http://www.darlington.gov.uk/education-and-learning/darlington-special-educational-needs-service/information,-advice-and-support-service/#LocalOffer>

Action taken: Link added on Local Offer page. No button required as information is on one page.

3.

You said: No ONE Plan information on Local Offer. The DBC website refers the user to the PFIS site but the link does not take the user to the leaflet.

Action required: Link on Local Offer needs to be directly to the leaflet referred to.

Action Taken: One Plan information on Local Offer - one plan name changed to EHCP still in transitions stage until it is review end August 2017, EHCP and one plan are the same.

4.

You said: No ONE Plan Flowchart on Local Offer pages.

Action required: Add ONE Plan flowchart (See 2 above).

Action taken: One- Plan information added on Local Offer.

5.

You said: Blank ONE Plan and EHCP templates requested by parents/carers.

Action required: Review SEN documentation on Local Offer.

Action taken: Templates are now available on Local Offer.

6.

You said: No page on Local Offer relating to SEND Statutory functions.

Action required: Add link to DBC webpages onto Local Offer,

<http://www.darlington.gov.uk/education-and-learning/darlington-special-educational-needs-service>

Action taken: Link added: <http://www.darlington.gov.uk/education-and-learning/darlington-special-educational-needs-service>

7.

You said: Information regarding person centred reviews would be helpful to parents.

Action required: Gather information about person centred reviews from SEN Team.

Action taken: Information about Person Centred Reviews is now added. Working alongside the SEN team to improve the information on pages on website.

8.

You said: Related links – additional support One Plan Process. This information is not suitable for a parent.

Action required: Ask SEN Team to adjust the information around additional support through the One Plan process so that it's 'parent friendly'.

Action taken: EHCP/One plan information now added and working with Sen Team to update more information on pages work in progress.

9.

You said: Search facility extremely poor, no relevant search results for the most obvious words (travel, EHCPs).

Action required: Ask parents which words do not produce the appropriate results, need a list of key search terms to test. Need to know which "obvious" words are not pulling up results. For example EHCP (and all relevant combinations) always brings up Education, Health and Care Plan Process first. Travel will bring up various ones such as school transport, disabled railcard etc. Are there services parents are expecting to see which we don't have on?

Action taken: Darlington information is at the top of the page e.g. Home to School Transport, Blue Badge Scheme. It is not possible to always place Darlington services at the top of search. This will resolve as more searches for a subject occur as the background search is via Google.

10.

You said: No EHCP tab, and also no clear information on how to get an EHCP (particularly that parents have a right to request this themselves).

Action required: PFIS/Education add EHCP tab which is linked to clear information for parents re. How parents can request an EHCP.

Action taken: This duplicated in Action 2 - therefore closed.

Life Stages

11.

You Said: Life stages assessing Needs – contact information at the bottom is incorrect.

Action required: Correct information for Children's Access Point (CAP) and their telephone number 406222.

Action taken: Correct information now listed on page.

Support Services

12.

You said: When clicking on Support Services, the only related link is Parenting Courses – which then takes you to McNay Street Children's Centre timetable.

Action required: Add link to DBC Early Support Service.

Action Taken: Add link to DBC Early Support Service.

13.

You said: Search for Inclusion Support does not provide relevant links.

Action required: Review links and check for relevance.

Action taken: All links reviewed, Range of services listed including local and national providers.

Early Years

14.

You said: When clicking on the Early Years tab – there are only nurseries listed in the related links. As a parent this is where I would click to be signposted to Early Years Support or Early Years Inclusion information (not found under the Health & Social Care category either).

Action required: Orange button support services all in one place also purple button which says to view all services click here and we have 60 listed Health and safety button in same place and listed are 140 records Early Years page could be improved and other links added EY inclusion information etc. Review structure of EY page to make it more user friendly and to incorporate more information/links, including Life stages info, so that parents do not need to move on to different pages or run different searches to find this info.

Action taken: Look at improving EY page to incorporate more support links and relevant information/ documents. The structure of the page needs to be clearer for users. It isn't just about nurseries. The related links, related sites and related services menus do include other types of early years support. No reference though to our Life stages Early Years team meeting with Chris Archer to identify best format.

15.

You said: A page which advises parents what actions to take if they have concerns regarding their child's development or health needs would be helpful.

Action required: SEN need to supply us with information? Perhaps links to simple information about 'normal' stages of child development from SEN/Health and then information about who parent should alert, depending upon perceived issue and how they go about this.

Action taken: Contact SEN or IASS. Information on the DBC website for this and copied over. Work is ongoing with the SEND Team to update the information and change reference to CDDFT to Harrogate and District Foundation Trust.

16.

You said: No information found regarding the Early Bird course.

Action required: Not aware this existed. Add info. About the 'Early Bird' training to the Local Offer page and make sure it is clearly sign-posted for parents of a child with Autism. Also provide link to national information about NAS training for parents with older children with autism.

Action taken: Need to Google this Link found: <http://www.autism.org.uk/earlybird>, Add link above to the Autism Section actions completed.

Health and Social Care

17.

You said: Related link 0-25 Eligibility Criteria, when opening the information actually states 0-17. Information is out of date. States to refer through MASH and should be CAP. And contact details for MASH at end of document should be CAP's.

Action required: Ensure up-dated documents are on the website from Life Stages Team.

Action Taken: Waiting updated Life stages document. The current link on DBC web page is also incorrect. Waiting for update

<http://www.darlington.gov.uk/media/624893/Life-Stages-0-17-Eligibility-Criteria.pdf>
All new information is on local offer. Work is ongoing with health Lead.

18.

You said: Contenance Service not included as a related link on the H&SC tab.

Action required: Add link below to Health and Social Care page -

<http://search3.openobjects.com/kb5/darlington/fsd/service.page?id=R5gJY2tfbEM>

Action Taken: LINK ADDED, ongoing working with health Team to improve information and links.

19.

You said: When searching continence service brings back no relevant results. Links to getting a continence assessment?

Action required: See above. Contenance service link now added which has information about service

Action taken: Task completed.

20.

You Said: Self-referral to services needs adding to speech and language/ occupational Therapy continuing health care, CAMHS and contact details.

Action required: Look into this and advice findings.

Action taken: Where referrals are required, this is specified on the record, otherwise not. Need to check with NHS colleagues what information should be available and how parents/carers can self-refer. Work is ongoing with the health team.

21.

You said: Change duty team to CAP throughout records.

Action required: To update website.

Action Taken: Changes have been made.

CAMHS

22.

You said: When typing CAMHS in search bar, Darlington CAMHS is 3rd result and should be 1st.

Action required: Search is set at best match to be impartial you can select A-Z and it will appear 2nd. Speak to I.T./Xentrall for further advice.

Action taken: We have altered our page listing and now it appears first.

23.

You said: CAMHS information should now stipulate their new remit and signpost you if you do not fall under their remit.

Action required: Up to the provider to say what information they want on for their service so if supplied with this we can add if not we do not have permission to. Liaise with CAMHS to explain the requirements and find out how far they are able to assist with this.

Action taken: Contact CAMHS - to find out what they want to have included work ongoing with Health team lead to improve information. This is ongoing work alongside the health team to find this information.

24.

You said: Is there still a CAMHS Crisis /Out of Hours team? If there is the details need to be easily accessible through the search facility.

Action required: To find information and added to website.

Action taken: Unable to find anything for CAMHS Darlington in an emergency. To be investigated ongoing work with Health Team to find information required.

25.

You said: Related links when searching CAMHS – Supporting people with: Autism (2) click on the link and results are National Deaf CAMHS and Beaumont Hill Academy – this does not make sense?

Action required: Beaumont Hill removed from List. Correct the sign-posting to CAMHS autism info.

Action taken: Still showing the National Deaf CAMHS on the Autism link - this needs to be changed to signpost to the correct service task completed.

26.

You said: LD CAMHS/CAMHS – idea to have description of both services and their differences?

Action required: We have looked for this and there is no separate teams mentioned CAHMS is one service that does all to our knowledge. Check this info, and ensure accurate and full service description is on the website.

Action taken: CAMHS is the service which works with CYP but check need confirmation see action 23 on going work with health team.

Occupational Therapy

27.

You said: OT health link – description not written in relation to neurological disorders.

Action required: Check with CCG as to who provided text originally and find out whether CCG wish to review their web page content.

Action Taken: Link to the Children's Occupational Therapy page on the CDDFT website which is out of our control. Check with CCG whether they wish to review their content. Who provided this text originally?

28.

You said: Could there be information explaining why there are two OT services – Health/Social Care and what are the differences are?

Action required: Add narrative on the Local Offer page explaining the difference between CDDFT OT service & DBC OT service i.e. what they are, when they are used, how they are accessed, who can use them, etc.

Action taken: Records are differentiated in the titles between adults and children's OT. These are the only two OT service records on. There is OT for NHS via CDDFT and OT for social care provided by DBC OT service. This needs to be clearly explained in the narrative on the Local Offer page. See note above 26.

29.

You said: OT sensory assessments need to be explained 2 different types of OT assessment one physical and one sensory.

Action required: Gather wording re- the different types of OT assessments (physical & sensory) with OT teams.

Action taken: Not aware of intricacies of different assessments, if there are any. Sensory assessments would not come under OT. This wording needs to be checked with OT teams. See 26 and 27 above, work ongoing.

Physiotherapy

30.

You said: Only result returned when searching is Pioneering Care Centre.

Action required: We Have 2 services on the website. Establish link to accurate NHS Physiotherapy information and not just DMH website.

Action taken: We have a lot these in Darlington which do you want on? is there a list of them all in Darlington. No reference to Pioneering Care Centre - only St Teresa's Hospice and DMH. The information does not point the user to the NHS Physiotherapy information for Darlington just the DMH website. Task completed. Link is now direct to NHS physiotherapy information.

Education

31.

You said: Resource Bases – results do not include Mount Pleasant and Heathfield.

Action required: Gather info. Re- all resource bases from SEN Team and add info which is currently missing.

Action taken: Unable to find all the resource bases via the search in ALL CATEGORIES. All resource bases should be added. Information is available from SEN team. All the resource bases are now on the Local Offer.

32.

You said: Create records for Beverley School and Priory House.

Action required: Carry out Google search and contact service provider, find out what info - links service provider would like to add.

Action taken: Add links to the two schools to Education page

<https://www.priorychildrensservices.co.uk/find-a-location/hurworth-house-school-darlington/> and <http://www.beverleyschool.co.uk/> - awaiting information back from both.

Functionality /Accessibility of Website

33.

You said: Links in support services need adding.

Action required: Carry out the Support Services search in all categories and add the appropriate links.

Action Taken: Links are only added where applicable/appropriate. Support Services is a more generic area and as such there may not be anything specific as in other areas. Extensive listings available are using the Support Services search in all categories.

34.

You said: Check tick boxes for client group type e.g. CAMHS.

Action required: Check listings.

Action taken: Records can be allocated to certain areas, for example, mental health, learning disability, physical impairment etc., but not to the level of service such as CAMHS. Comment noted. Work is ongoing with Health.

35.

You said: Order in which records come back by distance/nearest to Darlington first. How does it decide which order the search comes in?

Action required: Speak to I.T. support to see if it is poss. to filter order in which records come back by distance nearest to Darlington first.

Action taken: Relevant records are brought back in random order. They can be viewed on a map, as well as being filtered. Users can filter their searches. This is dependent upon their skill levels on the internet.

Work is in progress with Health.

36.

You said: Training in ease of use for the public.

Action required: Draft a FAQs or 'how to use' section on Local Offer home page.

Action taken: Unsure what this means. Is it for specific parent groups? There is search help tab on each page of the local offer to assist users in refining their searches. On-going monitor of feedback will be part of continuous improvement work. PFIS to create a step by step instruction to navigate the local offer pages this is ongoing work.

37.

You said: There isn't a post 16 travel policy on the website.

Action required: Ensure Local Offer page links to all of the appropriate transport policies.

Action taken: Adult social care transport policy and school transport policy both on DBC website (accessed via links on relevant PIP record). Are there other travel policies in existence? Current Travel Policies are on Local Offer. Currently transport review is part of Transformation Programme and information will be updated on completion.

38.

You said: Some tabs bring back a list of 10+ pages.

Action required: PFIS to look into key words to minimise list.

Action taken: Some will, for example childminders as there are almost 100 of them. Records can be filtered by postcode area, days/times of services, specific needs etc. Users need to filter searches. Pfis have filtered keywords to narrow down lists.

39.

You said: Many organisations listed are nationally and not accessible.

Action required: Speak to I.T. support to see if it is poss. to filter order in which records come by distance nearest to Darlington first.

Action taken: All organisations in the country which provide services searched for will be brought up. Records can then be filtered by postcode area to narrow them down. NOTED - again relies on users being able to navigate the Local Offer site.

40.

You said: Content of information not written in a parent friendly way.

Action required: Draft an action plan to develop a more 'parent friendly' Local Offer website.

Action taken: Only a comment/opinion Style and quality of documentation needs to be included in forward plans for the development and improvement of the local offer. Work with Communications team to ensure best practice is followed.

41.

You said: The young people were asked like the site but felt that font size on a lot of the information was too small and it would be good to have more pictures.

Action required: Speak to I.T. support to see if it is poss.

Action taken: Site has restrictions due to its format and design. This can be included in long-term developmental work.

Leisure and Recreation

42.

You said: Leisure and recreation activities not filtered by type e.g. football.

Action required: Ran a search local offer 15.12.15 and found 6 records referring to football For PFIS. Is there a way we can put a search facility on leisure and recreation? Speak to I.T. to see if it is poss. to filter search outcomes from the Local Offer site so that only appropriate responses are returned.

Action taken: If football is searched for in the search bar it will bring up all relevant football Activities. Improvement to the filter options to be included in future developments/improvements to the local offer delivery.

Date information supplied – May 2017