

Local Offer for Special Educational Needs and Disabilities Hammersmith and Fulham Annual Report 2023 – 2024 Part 2

Local Offer: this is a document or an online resource which gives information about services and support in the local area. The Local Offer brings together information for children and young people with Special Educational Needs and Disabilities. It helps families of children and young people with Special Educational Needs and Disabilities know where and how to get help to make things less difficult. Every local authority is responsible for writing and sharing a Local Offer. They must make sure it is available for everyone to see.

Special Educational Needs and Disabilities: this means a child or young person who has a learning difficulty or a disability. The child or young person needs special health and or education support to help them do well.

Annual Report: this means a report that is published once every year.

What did we find out in the report?



In the rest of this document, we will look at some of the important things we found out in the report.

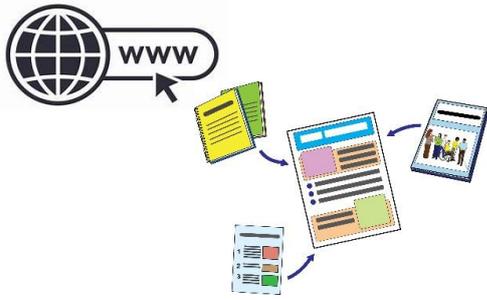
Important finding 2 - We need a Hub of information



In 2023, we carried out a **consultation**. Here, **users** told us that they need a hub of information. This means the information for children, young people and their families is all in one place.

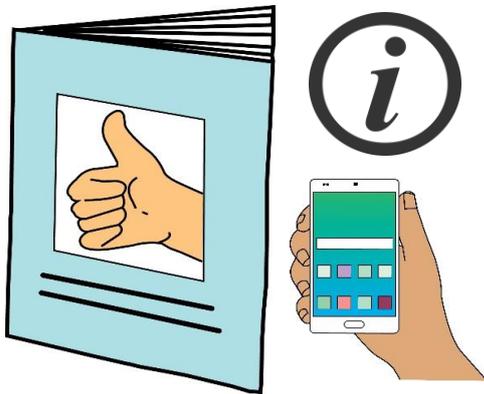
Consultation: here, this means talking to residents so that they can have a say about issues that affect their lives.

Users: here, this means people who need to find out what support available for families living in Hammersmith and Fulham.



The **Family Hub** website was created in March 2024. It was designed to bring together information for Children and Young people and their families.

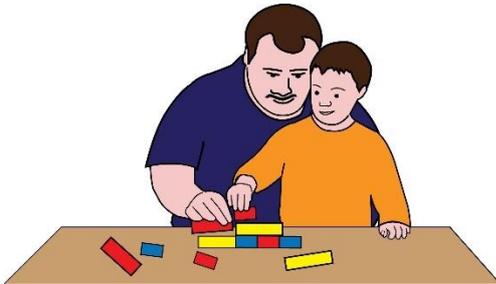
Family Hubs: these are places in Hammersmith and Fulham where you can get help and support for you and your family. They also offer specialist support to young people and children with Special Educational Needs.



Parents and Young people told us:

- We need a knowledge centre to get quick answers for questions.
- It feels like we have bitty information. We need a hub of information.
- We need training and education for families in the holidays.
- We need a place that offers work experience.
- We need to support children with different needs.





Professionals and partners told us:

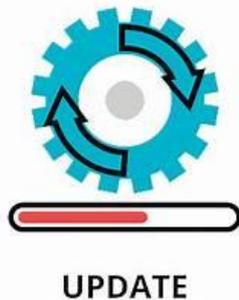
- There needs to be a central place for activities.

Young people don't know where to go and find out what is happening in Hammersmith and Fulham

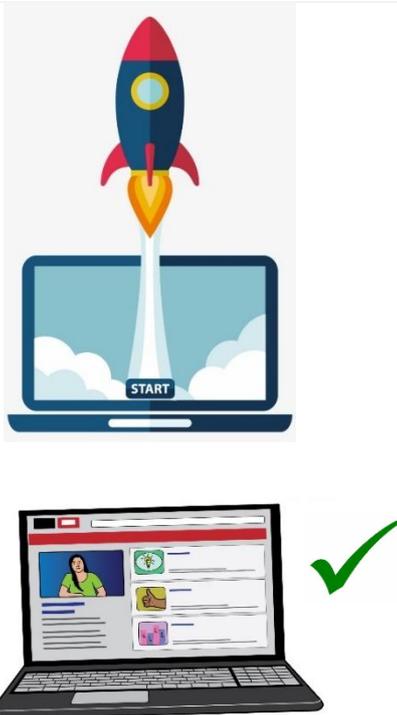
- We should make the activities feel available to everyone. Even for people who don't have a child with Special Educational Needs and Disabilities
- Talk less about the service and more about people's needs.

Outcomes and next steps

Outcomes: this means the changes that happened because of our work.



We have been updating the Local Offer information on the new Family Hub website. We have also updated 75% of the Local Offer directory.

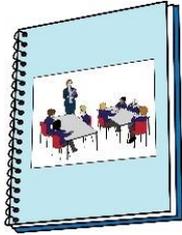


We have:

- Launched a new website.
- Changed the design of the webpages.
- Changed the order of information on our website.
- Updated the information on the webpages.



Residents can now access information quicker than before. They can access it 40% faster.



We need to review more of the information on our website. For example, we need to:

- Test the new webpage about autism.
- Test the new webpage about **Education, Health and Care plans**.

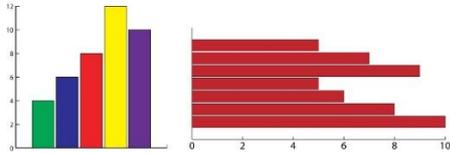
Education, Health, and Care plan: this is a legal document that sets out:

- a child or young person's special educational, health and social needs
- how those needs should be met
- the outcomes that the child or young person will work towards achieving in life.

The SEND service reviews the EHC plan annually to make sure the help the child or young person receives is working.



- Work on the webpage for Emotional, Mental Health and Well-being
- Bring in a new section on the website about Speech, Language and Communications needs



- Show the data we have collected for the information pages about Special Educational Needs and Disabilities in a different format.
- Look at **user engagement rates**. This is data, information that shows us how residents are using our website.

User engagement rates: this is information that shows us how residents are using our website. The User engagement rates tell us if we are putting information on our website that residents want to read.

Important finding 3 – What we found out from the send self-evaluation.

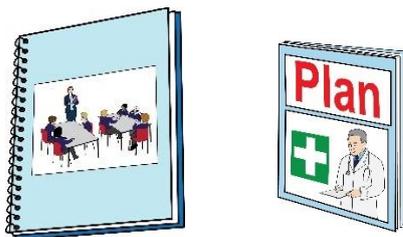


The [SEND Self Evaluation](#) was carried out in 2024. It showed that 1,511 children and young people have an Education, Health, and Care plan.

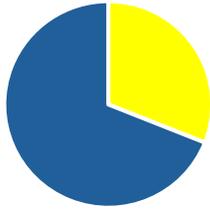
SEND Self Evaluation: this is a tool which helps us to get a better understanding of how the Special Educational Needs and Disabilities system is working within the borough. It helps us to see how many children and young people we are helping and what could be better.



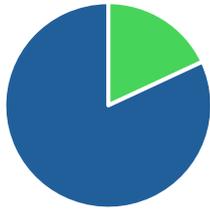
The Self Evaluation showed that 2220 children and young people are getting support for Special Educational Needs.



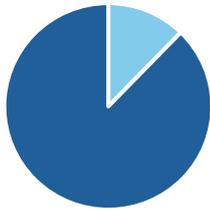
We found out about the most common needs for children and young people with an Education, Health, and Care plan.



■ Autism ■



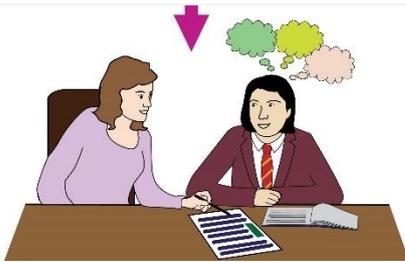
■ Communication ■



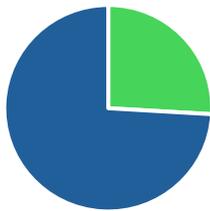
■ Emotional ■

These are:

- Autistic Spectrum Disorder - around 45 in 100 have this need.
- Speech, Language and Communication Needs - 22 in 100 have these needs.
- Social, Emotional and Mental Health needs—around 14 in 100 have these needs.

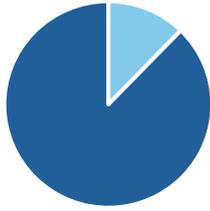


The most common needs for children and young people getting support for Special Educational Needs are:

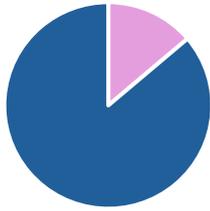


■ Communication ■

- Speech, Language and Communication Needs – Around 35 in 100 have these needs.



■ Emotional ■

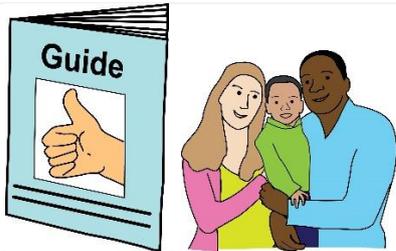


■ Learning Difficulty ■

- Social, Emotional and Mental Health – Around 18 in 100 have these needs.
- Specific Learning Difficulty – Around 16 in 100 have these needs



We made changes to the website based on the information and numbers from the survey.



We also worked on the Autism guide for parents and carers.



We also launched a new Emotional wellbeing and mental health page.

The Speech, Language, and Communication Needs page will be next.

Important finding 4 - Comments from parents about the Local Offer



We collected these comments during the Parents and Carers Service survey. This was given out in March 2024.



We asked parents this question:

How can we make the Local Offer better?

Is there anything you want to tell us about this?

Here is what parents told us:



You should educate us parents about what the local offer is. You should tell us how the children will benefit from this local offer.

Thank you very much for the help! I will contact the people you have suggested.

We want more information that promotes the offer. You only know about this if you are told.

We want more information about the local offer and what that involves.

I am not sure how to use the local offer. I have been sent the link before. But I don't know how my daughter can benefit from it.

I just wanted to say thank you so much for this very detailed information.

I really appreciate it.

I will be sharing it with clinicians at Child and Adult Mental Health Services in Hammersmith and Fulham. It will be useful for the young people and parents!

Thank you very much for all the information. This is very useful for us indeed. I will call them and arrange a visit soon.



We are working with other groups and services to make sure the Local Offer information is included on the model letters and forms that go out individually to parents.



We will also make sure this information is part of the **post-assessment survey** for Education, Health and Care plans.

Post-assessment survey: this survey asks parents and young people about their experiences of Education, Health and Care plans.



We will organise more communications as part of the Local Offer **marketing plan**. This is to make sure that more people know about the Local Offer.

Marketing plan: this means a plan that sets out how we will promote the Local Offer to our residents.



We will reach out to families with the School Zone newsletters.

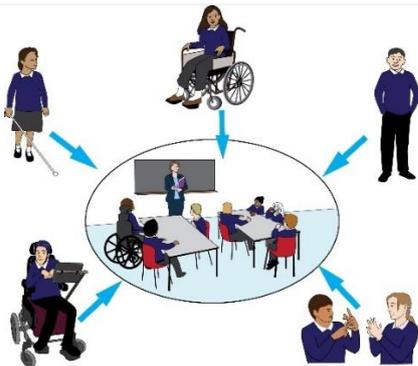


We will send this out to:

- Schools and colleges
- Teaching staff
- **Special Educational Needs Co-ordinators (SENCO)**
- Other services

Special Educational Needs Co-ordinator: this means a teacher who is responsible for Special Educational Needs in a school.

Important finding 5 – We need more activities and improve the access to the activities



We need more activities that are aimed at children with Special Educational Needs and Disabilities. We need more **inclusive activities**.

Inclusive activities: here, this means activities that are accessible and easy to take part in. If you have a difficulty or disability, you can also take part and be welcomed to take part.



During the Parents and Carers Service survey we asked parents this question:

What could help your child enjoy life in the borough? What could help them feel included in the community?

Here is what they said:

Most of the activities for children with Special Educational Needs are normally booked up. They cost quite a lot. Not everyone has the chance to enjoy them.

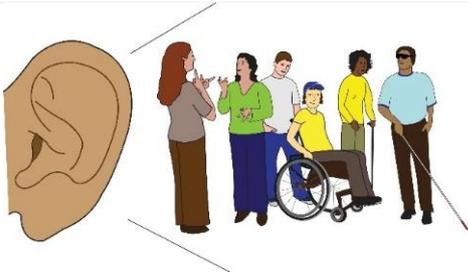
More inclusion such as sports clubs and half term clubs for them to get involved in.

We need more social clubs for children with Special Educational Needs.

We want our child to be able to do clubs outside of school, which understand his needs.

We need more funding for services such as Sepia. This has been really supportive of my child.

Our child needs opportunities to interact more with people his age.



We have listened to these comments.

The Local Offer is now working with commissioners and providers that run local activities in the area.

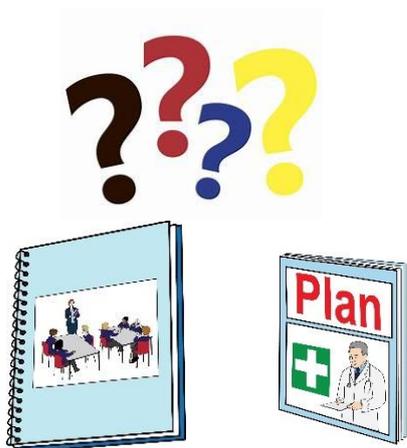


We are working with them to make the [Holiday Activities and Food Programme](#) more inclusive.



We want to make sure more people can access all options on the website here [Youth projects, activities and services](#)

Important finding 6 - Questions about Education, Health and Care plans



We get lots of questions in our email inbox for the Local Offer.

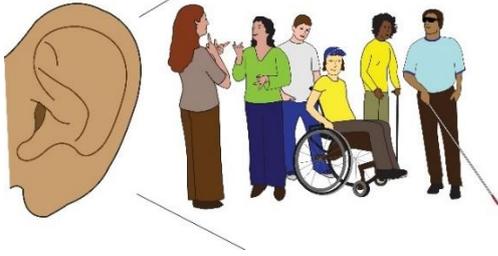
65% of these questions are about Education, Health and Care plans.

We got these comments in our email inbox:

Hi there. Does anyone in Hammersmith and Fulham have the Parents Request form? This is for the Education, Health and Care plans assessment.

Can you help me to apply for an Education, Health and Care plans assessment?

I am struggling with the process of finding a primary school for my daughter. She has an Education, Health and Care plan. She will most likely need a resource base in mainstream. Or she will need a specialist school.



We listened to this feedback. Now, we are doing joint work with the Education, Health and Care Planning Team.



We are doing work to improve our webpage about [Education, health and care plans and assessments.](#)

This is the end of the report.

Thank you for reading!

This document was put into Easy Read by the Empower Team at People First (Self Advocacy).

You can visit their website here: www.peoplefirstltd.com

Information is Power!