Check it Out APP & Website – SEND Local Offer

Summary of issue:	The purpose of this paper is to propose to the SEND Implementation Board the use of the check it out APP and Website to help meet the requirements of the SEND Code of Practice and Local Offer
Action required/ recommendation:	Request to agree financial resource to extend the use of the CIO APP and Website to meet the requirements of the SEND Code of Practice and Local Offer
Other committees where this has been considered:	Local Offer Workstream
Financial /resource implications:	Request for funding to support development
Legal implications/ impact:	None Known
Public involvement /action taken:	Consulted with Local Offer Workstream regarding use of the APP to fulfil requirements laid out in the SEND Code of practice.
Equality and diversity impact:	Improved access to support for children and young people
Author of Paper:	Michelle Jones, Commissioning Manager –Children's Services
Date of Paper:	February 2015

Date of Meeting:			
Agenda Item:		**Paper number:**	

1.0 SEND & The Local Offer

From the 1st of September 2014 Local Authorities were required to publish a local offer, setting out in one place information about provision they expect to be available across education, health and social care for children and young people in their area who have SEN or are disabled.

The local offer has two key purposes:

- To provide clear, comprehensive, accessible and up-to-date information about the available provision and how to access it, and;
- To make provision more responsive to local needs and aspirations by directly involving disabled children and those with SEND and their parents, and disabled young people and those with SEN and service providers in its development and review.

(Chapter 4 The Local Offer "what is the local offer?" 4.1 - 4.2 SEND Code of Practice:0-25, July 2014)

2.0 Involving Children & Young People

The code of practice stipulates that Local Authorities must involve children with SEN or disabilities and their parents and young people with SEN or disabilities in:

- Planning the content of the local offer
- Deciding how to publish the local offer
- Reviewing the local offer, including by enabling them to make comments about it

(Chapter 4 The Local Offer "Preparing and reviewing the Local Offer" 4.8 - 4.12 SEND Code of Practice:0-25, July 2014)

As a result the Young Inspectors group were asked to review the local offer website looking at what works well online in terms of information about provision for young people with disabilities and or additional needs.

The Young Inspectors found:

- The website easy to use and navigate
- The boxes were nice and big and information was relevant
- The use of symbols was well received
- They would be able to find what they were looking for on the site
- They could find their schools SEN offer
- They liked the font although some felt the font size needed to be bigger

Recommendations for improvement include:

- An on/off button for the symbols
- Colours were dull and more pictures needed as it was too grown up
- Suggestion of separate Child and Adult pages as there is so much writing and some felt it too over whelming when looking at long pages of text.
- With regard to short breaks the young people explained that it was hard to see it on the website and it needed to be bigger. They also felt they would like a page of activities available via pictures you can click on which takes you to a description of the activity.

The Young Inspectors explained it would be easier for them to show their friends at school as they find it difficult to explain to their friends what short breaks are.

- They didn't understand some of the wording on the website like "services" as they didn't know what this was referring to. They all struggled when trying to search for items and they didn't know what CHYPS was meant to stand for.
- The Young Inspectors felt the pages were not up to date as they still had activities on that were not appropriate such as Space Island.
- All of the inspectors enjoyed looking at their school however; they think it would be better if all the schools were on one page and all put in alphabetical order.

3.0 Check It Out - Website & APP

The Check it Out IW Young People's Forum are a group of young people who have volunteered to work with the NHS to help make health Services for young people on the Island more friendly and accessible.

A specific part of the groups work plan has been to develop a Check it Out IW website where services and professionals can access information about the You're Welcome Quality Standards and where Island young people can access general health information, confidential health advice and learn about the work of Check it Out.

The group have also helped develop a Check It Out App where young people can access where to go to get health information/advice alongside local information relating to shopping, sports, eating & drinking and local events. The APP is available to download on Iphones with an Android version due to be available soon. Please see Appendix A for APP images.

4.0 Proposal

The CIO APP has already been developed as a local signposting tool for children and Young People seeking health advice, this could be extended for use as a signposting tool for the local offer, providing information in a mobile, young people friendly format. This would also address many of the recommendations put forward by the Young Inspectors group as the APP is bright, colourful, easy to use with easy concise wording and could link directly through to the local offer website pages for more in-depth information as it currently does with the CIO website.

It makes sense to incorporate the local offer information into an established young people friendly APP, the cost of developing a new APP for both Iphone and Android is in the region of £17,000+.

In addition the CIO Website could also be developed to include local offer information in a child and young people friendly format. This again would address many of the recommendations put forward by the Young Inspectors group as the website is bright, colourful and easy to use it could link directly through to the local offer website pages but could provide more concise information relevant to what children and young people want to know such as short breaks information, school SEND offers etc.

Proposed options for investment are as follows:

Option 1
To include the local offer information the CIO APP will need to be updated from version iOS6 to iOS7 for the IPhone and the equivalent for Android. Currently the Android APP has been put on the lowest priority list for submission, this can take up to a year, to escalate this there is a cost associated with it.

The one off cost to achieve all of the above is £4080 inc VAT.

Option 2
To develop the APP and support the software over the next 36 months (3 years). This would include the following:
- Immediate Development as explained above e.g. updates (£4080 inc VAT)
- CIO iPhone App Support + New Release Updates for 36 months
- CIO Android App Support + New Release Updates for 36 months
- Full App Data Updates (This includes software so say for iOS8 and Android Updates)
- 4 x App Amendments (design changes)
- **£11.5k + VAT (£13,800 inc VAT)**

Option 3
To develop and support the APP and CIO Website over the next 36 months (3 years). This would include the following:
- CIO Website Support
- Chat Software Support
- Package includes Immediate Development as explained above (£4080 inc VAT)
- CIO iPhone App Support + New Release Updates for 36 months
- CIO Android App Support + New Release Updates for 36 months
- Full App Data Updates (This includes software so say for iOS8 and Android Updates)
- 4 x App Amendments (design changes)
- Full Website Updates
- 2 Website based New Campaigns
- Or Technical functionality Add-ons
- **£16k + VAT (Covers 36 months) (£19,200 inc Vat)**

Michelle Jones
February 2015

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